

# **LOS ANGELES COUNTY PROBATION DEPARTMENT**

## **TRANSPORTATION MANUAL 2010**

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## LOS ANGELES COUNTY PROBATION DEPARTMENT

<b>Subject:</b>  <b>TRANSPORTATION MANUAL</b>  <b>INTRODUCTION</b>	<b>Section Number:</b> <b>TM-100</b>
	<b>Effective Date: March 23, 2010</b>
	<b>Approved By:</b>  <b>Elizabeth Garcia, Bureau Chief</b>

### 101 INTRODUCTION

This manual describes the policies and procedures for the Transportation Division of the Los Angeles County Probation Department, consistent with the Department's vision, mission, and core values.

The primary purpose of the Transportation Manual is to describe the policies and procedures applicable to the safe transport of in-custody wards as ordered by the court or the Chief Probation Officer. It also acts as a link to the Detention Services Bureau (DSB) Manual.

### 102 VISION, MISSION AND CORE VALUES

The Los Angeles County Probation Department's vision statement is intended to provide employees with a comprehensive picture of the organization's common goal. The mission statement provides the focus needed to operationalize the vision. The core values outline the necessary elements for successfully achieving the mission.

#### **Vision**

Rebuild lives and provide for healthier and safer communities.

#### **Mission**

Enhance public safety, ensure victims' rights, and effect positive probationer behavioral change.

#### **Core Values**

The Department fundamentally subscribes to the fair and impartial administration of justice and embrace the following values:

- **Dignity & Respect** for our clients, public and employees.
- **Integrity** to do the right things for the right reasons – all of the time.

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- **Leadership** to develop an organization that is sustainable and will attain national prominence.
- **Rehabilitation** is founded in a belief that people have the ability to transform into law-abiding individuals.
- **Contribution** of everyone is valued and everyone has the opportunity to perform to their highest potential.
- **Commitment** to providing service excellence to achieve positive outcomes for healthy families and communities.
- **Collaboration** by working with others to maximize efforts and achieve positive results.
- **Evidence-based practices and policies** as a way of assuring that our best efforts are leading to desired outcomes.

## LOS ANGELES COUNTY PROBATION DEPARTMENT

<b>Subject:</b>  <b>TRANSPORTATION MANUAL</b>  <b>ADMINISTRATION, ORGANIZATION AND STRUCTURE</b>	<b>Section Number:</b> <b>TM-200</b>
	<b>Effective Date: March 23, 2010</b>
	<b>Approved By:</b>  <b>Elizabeth Garcia, Bureau Chief</b>

### **201 INTRODUCTION**

The Transportation Division is part of the DSB. As such, it is under the auspices of the policies and procedures of the DSB, except in those cases where the execution of court orders require the Transportation Division to adhere to policies, practices, customs, and procedures applicable to the Transportation Division.

### **202 ADMINISTRATIVE STRUCTURE**

Although both Transportation Deputies and Detention Services Officers (DSOs) are employed within the DSB, there is variance between the procedures for the daily operation of each. It is the responsibility of both sections of the Bureau to familiarize themselves with the procedural structures of each and the impact on their respective operation.

Staff should familiarize themselves with the policy and procedure information in each manual that distinguish between the similarities and differences in daily operations. Staff shall immediately seek clarification from their respective superiors regarding any issue that is unclear to them or in conflict with the DSB Manual.

This manual should be used in conjunction with other applicable directives, notices, manuals, and procedural statements.

### **203 CHAIN OF COMMAND**

The chain of command will be followed in all operational matters. Deviations may occur during emergency response as outlined in Section 1500 of this manual. Supervisors are directly responsible for those they supervise. Most operational issues, including requests, complaints, and related problems, should be handled at the supervisory level. The chain of command identifies the order of progression should it be necessary to elevate any issue to the next level.

In descending order, supervisory levels are as follows:

1. Bureau Chief



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2. Senior Director
3. Director
4. Officer of the Day (OD)\*
5. Supervising Transportation Deputy
6. Senior Detention Services Officer (Sr. DSO)

All staff are responsible for forwarding information and issues up and down the identified supervisory chain of command to enhance communications and expedite the resolution of operational procedures and administrative needs.

### **Bureau Chief**

The Bureau Chief is the link between the Chief Probation Officer and the Director of Transportation. Based on his or her discretion, the Bureau Chief also provides the interpretation and definitive action regarding court orders, special assignments, and those actions assigned to the Transportation Division for execution on orders from the Los Angeles County Board of Supervisors or the Chief Probation Officer.

### **Senior Director**

The Senior Director is the link between the Bureau Chief and the Director of Transportation. The Senior Director provides interpretation and definitive action regarding court orders, special assignments and those actions assigned to the Transportation Division for execution on orders from the Chief Probation Officer or Bureau Chief.

### **Director**

In concert with the Bureau Chief and Senior Director, the Director is responsible for the overall administration and operation of the Transportation Division. The Director is charged with ensuring a safe and secure atmosphere for the transportation of wards and the safety of the community.

It is the responsibility of the Director to report any legal actions pertaining to the conditions of transport, vehicle certification, licensing, or detention filed against any persons or entities responsible to the Board of Corrections, Department of Transportation, Department of Motor Vehicles (DMV), insurance carrier, or other governmental agency or office where applicable.

**ADMINISTRATION, ORGANIZATION AND STRUCTURE****Officer of the Day\***

The Officer of the Day (OD/Dispatcher) serves as the principal coordinator during day-to-day operations and emergencies. He or she is the liaison between the courts, institutions, and line staff. In the absence of the Director, the OD/Dispatcher has the authority to initiate and respond to all emergencies and related operational issues, unless a designee has been appointed.

The duties and responsibilities of the OD/Dispatcher are described in detail in Section 304 of this manual.

\*For the purposes of this manual, all references to the OD also refer to the Transportation Dispatcher.

**Supervising Transportation Deputy**

Supervising Transportation Deputies report directly to the Director and are responsible for specific functions within the Transportation Division. Each supervisor is assigned a complement of Transportation Deputies under his or her direct supervision and is responsible for developing employees through the provision of training and equipment to motivate successful performance.

Supervising Transportation Deputies shall ensure that staff provide safe transport and security for all wards under their auspices. In addition, they are responsible for the execution of operational policies and procedures in accordance with established standards. Additional responsibilities of the OD/Dispatcher are described in Section 304 of this manual.

**Senior Detention Services Officer**

Sr. DSOs assigned to the courts are responsible to do the following:

- Inspect all tanks and lock-up areas prior to the arrival of wards; supervise the daily procedures within the detention lock-up area of his or her assigned court.
- Support the professional environment by instructing staff on appropriate supervision techniques, positioning, and execution of all court ordered proceedings.
- Initiate and advise staff of appropriate action relative to new and established policies and procedures.
- Initiate authorization for intervention measures and act in accordance with the Department's SCM policy.

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- Oversee the recording, completion, and submission of all relevant forms to the appropriate parties.
- In accordance with established protocols, oversee appropriate actions in maintaining the lock-up area relative to security, admission, orientation, release procedures, and escape prevention.
- Oversee the inventory and control of ward property and/or recovered contraband.
- Provide counseling to wards regarding compliance with behavioral expectations.
- Ensure that all staff provide appropriate medical attention to wards in the most efficient manner possible; all medical concerns must be reported to the Dispatcher and the Sheriff's Department staff member in charge of court security, and staff are not permitted to give medication to wards or allow wards to have medication in their possession.

**Base Station Operator (BSO)**

In terms of supervisory responsibility (i.e., those instances where the OD/Dispatcher is occupied) the BSO is authorized to act on the OD/Dispatcher's behalf in registering staff attendance and sign-in procedures, logging call-outs, or contacting coordinating staff, courts, or outside agencies upon the request of the OD/Dispatcher.

**204 ASSIGNMENTS AND SCHEDULING**

Transportation Deputies and Sr. DSOs assigned to the Transportation Division are assigned to a 40-hour schedule, Monday through Friday with specified start and end times. This is reflected in Appendix A of the Memorandum of Agreement with Local 685.

Deviations to the aforementioned appendix may occur under the following conditions:

- Emergencies caused by absence, equipment failure, or other similar unforeseen events which occur no more than three days prior to the need for a change
- New requirements imposed by authorities outside of the Probation Department (e.g., the Board of Supervisors, courts, etc.)

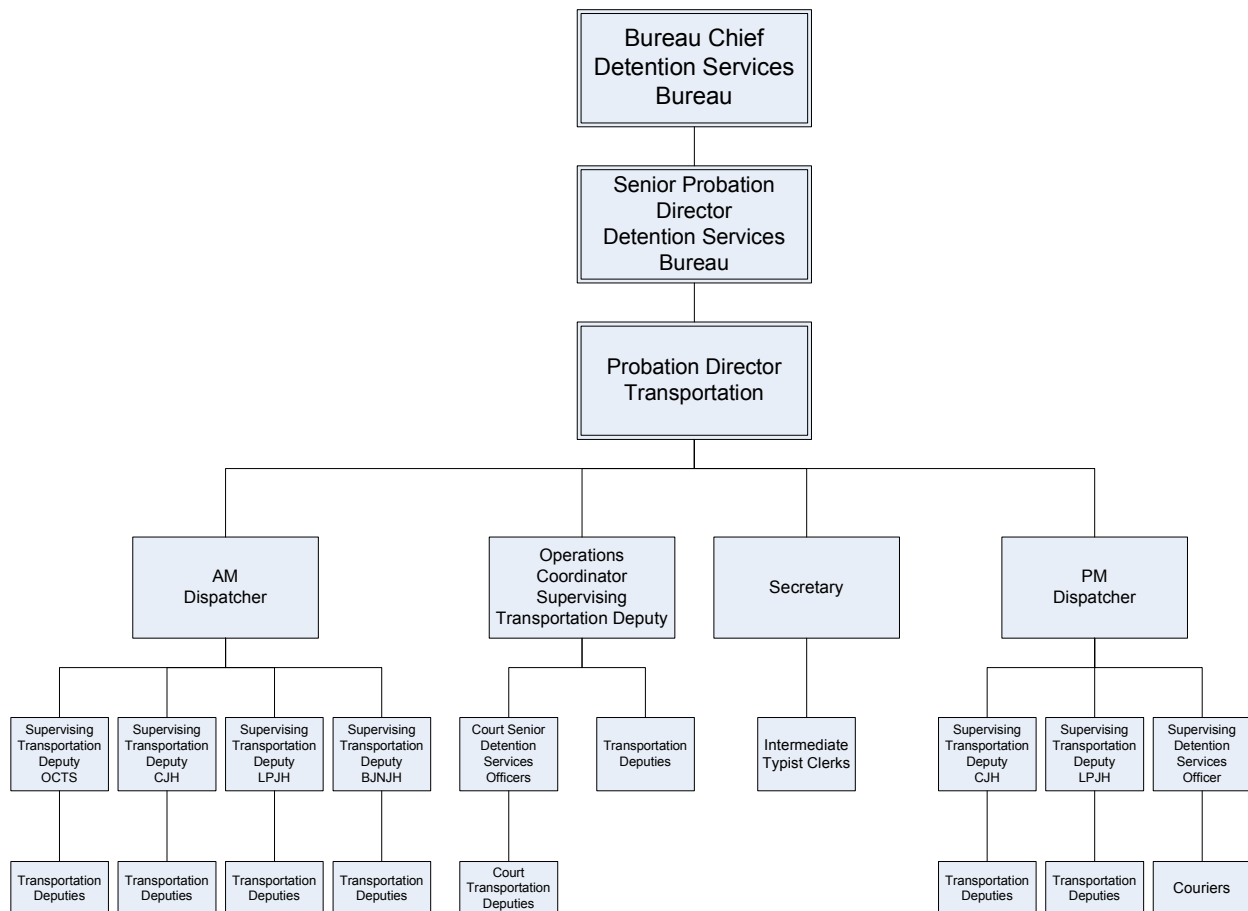
**ADMINISTRATION, ORGANIZATION AND STRUCTURE**

- With prior written agreement from the President of the Deputy Probation Officers (DPOs) representation unit, or his or her designee
- Designated Antelope Valley Court staff on a 4/40 shift

All positions designated in the appendix are assigned through an internal bidding system determined by item seniority, except in those cases where special needs or requirements are declared and posted. Department seniority has precedence over item seniority.

In response to the needs of the office, there are circumstances when the OD/Dispatcher may order a Transportation Deputy to work beyond his or her regularly scheduled work hours. This practice applies to all Transportation staff and those who work additional hours will be compensated accordingly.

All designated duties and responsibilities apply to every Transportation Deputy irrespective of assignment.

**205 ORGANIZATIONAL CHART**

## LOS ANGELES COUNTY PROBATION DEPARTMENT

<b>Subject:</b>  <b>TRANSPORTATION MANUAL</b>  <b>GENERAL DUTIES AND RESPONSIBILITIES</b>	<b>Section Number:</b> <b>TM-300</b>
	<b>Effective Date: March 23, 2010</b>
	<b>Approved By:</b>  <b>Elizabeth Garcia, Bureau Chief</b>

### **301 INTRODUCTION**

This section describes the general duties and responsibilities of a Transportation Deputy, a Supervising Transportation Deputy, and the OD/Dispatcher. The information is not all inclusive, but it does provide a basis for understanding the expectations of these job functions.

In addition to the duties described below, all Transportation employees are expected to adhere to the guidelines described in Directive 909 (Telephone and Voicemail Etiquette) issued on April 23, 2004.

### **302 TRANSPORTATION DEPUTY**

A Transportation Deputy's primary responsibility is to provide safe transport and supervision of all wards as ordered by the court in adherence to the court's written instructions and/or the Chief Probation Officer. Therefore, all Transportation Deputies are required to drive in the course of duty. Each Transportation Deputy is generally responsible for, but not limited to, the following duties:

- Transport of in-custody wards as requested/ordered by the juvenile court or the Chief Probation Officer in accordance with sectional policies, procedures, and orders of the court.
- Maintain a current, valid medical certificate and a current, valid Class-B driver's license registered with the California DMV.
- Properly operate and maintain all equipment issued by the Department.
- Maintain the safety and readiness of all vehicles and related equipment, and immediately report any safety deficiency.
- Do not take a vehicle that is not assigned to him or her without supervisory approval.
- Exercise control over an individual or group in his or her immediate custody and support all staff in various detention facilities.

**GENERAL DUTIES AND RESPONSIBILITIES**

- Search all wards' person and personal property to ensure both are free of contraband before transport.
- Maintain a line of sight with all wards under his or her immediate supervision; actions contrary to the intent of this rule are subject to investigation and discipline.
- Maintain a daily log of assignments, noting number of wards, locations served, times of completion, and any delivery of mail and/or other specialized items in his or her custody.
- Maintain ongoing liaison with the OD/Dispatcher during the work day.
- Report emergencies, traffic concerns, etc. via radio or County-issued cellular telephone including location, destination, enroute, and arrival time estimates.
- Protect the confidential rights of all wards in custody.
- Unless otherwise authorized, transport all wards in secure vehicles by ensuring that seat belts are worn by all occupants when vehicles are in motion (staff will fasten seat belts for wards when the application of restraints makes it difficult for wards to self-fasten the belts).
- Initiate all reasonable precautions to prevent a ward from escaping.
- Report for all assigned drug/alcohol testing in accordance with the Department of Transportation's standards.
- Maintain a professional demeanor consistent with peace officer status at all times.
- Review all posted material for procedural changes.
- Review County email at least once per assigned shift.
- Adhere to all standards regarding the use of County-issued equipment including, but not limited to, computers and mobile telephones.
- Complete statistical reports as assigned.
- Complete searches pursuant to Probation Department Directive 1029 (Searches of Youth Detained in Juvenile Facilities) issued on April 5, 2005

**GENERAL DUTIES AND RESPONSIBILITIES**

and Directive 1056 (Strip Search and Visual Body Cavity Search Procedures) issued on September 1, 2005.

- Complete all time off requests according to established procedures.
- Use mechanical restraints during transport as mandated unless otherwise authorized.
- Maintain contact with the OD/Dispatcher at 20-minute intervals during down time when waiting for wards or equipment.
- Parity shall be used in the course of daily duties and responsibilities (i.e., a workload must be evenly divided between deputies when they are assigned to work together).

**Use of Force**

All relative sections and requirements of the Safe Crisis Management (SCM) policy as defined and stated in Directive 1094 issued on April 19, 1996 are applicable to all Transportation Division staff. At the time of this manual's publication, Directive 1094 is the most current Directive regarding this policy. Any future related Directives that are published will supersede Directive 1094.

Please also refer to the DSB Manual for related information about the Probation Department's SCM policy.

**Under Age Wards**

Wards under the age of 13 will be handled pursuant to Directive 1099 (Transportation Division Requirements for Minors Under the Age of 13 Years, and Others that Require Special Consideration During a Transportation Activity) issued on June 9, 2006 unless otherwise instructed by the court or supervisory staff.

**Release of Wards ordered to the Custody of the Department of Children and Family Services (DCFS)**

The procedures contained in Directive 850 (Release of Minors Ordered to the Custody of the Department of Children and Family Services) issued on December 26, 2001 will be followed for wards who have been ordered by the juvenile delinquency court to the custody of the DCFS.

**GENERAL DUTIES AND RESPONSIBILITIES****Transporting Detained Wards to Dependency Hearings**

The procedures contained in Directive 1061 (Transporting Detained Minors to Dependency Hearings) issued on October 4, 2005 will be followed when transporting wards to a dependency court appointment. These procedures include:

- The Transportation Dispatcher shall review the minute order for completeness and log the pertinent details regarding the assignment in the Dispatcher's Log.
- One day prior to the assignment, the Dispatcher or BSO shall verify that the ward is still detained.
- On the date of the assignment, the Dispatcher or BSO shall assign Transportation staff to carry out the assignment.

**303 SUPERVISING TRANSPORTATION DEPUTY**

Supervising Transportation Deputies report directly to the Director and are responsible for specific functions within the Transportation Division. Each supervisor is assigned a complement of Transportation Deputies under his or her direct supervision and is responsible for developing employees through the provision of training and equipment to motivate successful performance.

Supervising Transportation Deputies shall ensure that staff provide safe transport and security for all wards under their auspices. In addition, they are responsible for the execution of operational policies and procedures in accordance with established standards.

Supervising Transportation Deputies will perform the following:

- Meet with each employee under his or her direct supervision to discuss and review performance and document the conference (monthly for staff on probation and quarterly for permanent staff).
- Ensure that staff comply with all staff training requirements.
- Complete performance evaluations in a timely manner.
- Instruct and train staff in individual and group control techniques, vehicle readiness, safety and security precautions, and all other operational procedures.



**GENERAL DUTIES AND RESPONSIBILITIES**

- Impose appropriate disciplinary and corrective action as required, and refer matters beyond his or her authority to the Director.
- Ensure staff maintain accurate and timely record keeping, including time cards, mileage forms, expense claims, vehicle accident reports, *Special Incident Reports* (SIRs), and daily assignment logs.
- Monitor staff attendance and punctuality, and initiate corrective action as necessary.
- Maintain liaison with all operational functions of the Transportation Division and the Probation Department.
- Investigate and report all incidents involving staff or wards in a timely fashion.
- Complete SCM and all related investigations.
- Ensure that the following forms are available for his or her staff: *Industrial Injury*, *Vehicle Accident*, *Grievance*, and *Affidavit*.
- Maintain all records regarding the auditing and reporting of *Daily Trip* sheets.
- Observe the activities of Transportation Deputies in the field on a regular basis and provide guidance or training, especially related to security matters, when needed.

**304 ADDITIONAL DUTIES (OD/DISPATCHER)**

All supervisors assigned to the Dispatching Desk share in the responsibility for scheduling and assigning work to staff, authorizing overtime, documenting all operational work for statistical records, and sharing all pertinent staff performance assessments.

The OD/Dispatcher will perform the following duties:

- Upon receipt, process all requests for transportation by recording pertinent information for future action, contacting appropriate facilities, and reviewing all court documents for accuracy; court-ordered activity takes precedence over all other requests.
- Coordinate reconciliation of ward movements with appropriate paperwork, including medical and behavior charts.

**GENERAL DUTIES AND RESPONSIBILITIES**

- Reconcile all deliveries to state facilities with the Department of Juvenile Justice coordinator.
- Verify the future detention form of all field detention requests with each facility prior to delivery.
- Prioritize workload using the following criteria (number 1 has the highest priority):
  1. Court appearances
  2. Outside court orders
  3. Services ordered by the court or the Chief Probation Officer
  4. Department of Juvenile Justice
  5. Inter-jurisdictional transfers
  6. Resource Control/SODA-PAD
  7. Clinic appointments
- Record the precise time each employee begins or ends each work day, the start and end time of lunch breaks, and all overtime claims.
- Initiate and process all emergency/disaster evacuation responses.
- Reports all emergency transmissions to the Dispatcher
- Answers the phone and takes messages
- Reports all maintenance of radio communication
- Assists the Dispatcher with contacting Transportation Deputies

## LOS ANGELES COUNTY PROBATION DEPARTMENT

<b>Subject:</b>  <b>TRANSPORTATION MANUAL</b>  <b>DRIVING ON COUNTY BUSINESS</b>	<b>Section Number:</b> <b>TM-400</b>
	<b>Effective Date: March 23, 2010</b>
	<b>Approved By:</b>  <b>Elizabeth Garcia, Bureau Chief</b>

### 401 INTRODUCTION

Driving is an integral part of the Transportation Division's overall duties and responsibilities. All deputies must comply with the policies, procedures and rules adopted by the County, the Probation Department, the Department of Transportation and the rules of the road as designated by the California Vehicle Code. County vehicles are to be used in the disposition of County business only. Other use of County vehicles requires prior authorization from an employee's immediate supervisor or Director, or his or her designee.

### 402 DRIVING RESPONSIBILITIES

Deputies are not permitted to take any vehicle that is not assigned to them without supervisory approval. All Transportation Deputies have the following responsibilities relevant to driving County vehicles:

- Deputies will radio headquarters and report the vehicle number, mileage, and location at the beginning, duration, and end of shift.
- A completed *Daily Trip* sheet will be filed daily for every vehicle used.
- Each individual driver is responsible for safety inspections of the vehicle he or she will be operating before putting a vehicle in service and at the end of service.
- All vehicle keys are the property of the Probation Department and will be surrendered upon demand.
- Every vehicle will have a minimum of a half tank of gas when taken out of service or transferred to another employee.
- All fluids shall be checked daily to ensure safe operation.
- All interior debris shall be removed and windows closed and secured when a vehicle is returned at the end of a shift or assignment.

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- Every accident or damage to a vehicle, regardless of the extent of the damage, will be reported to the vehicle service coordinator in writing on a *Vehicle Accident Report* form and a *Special Incident Report* (SIR) form before the end of the shift it occurred on. All accidents shall be investigated. If an employee is found negligent, an appropriate course of action will be determined and taken.
- All safety equipment will be accounted for on the *Daily Trip* sheet. Missing equipment must be reported to the Vehicle Service Coordinator in writing on an SIR form immediately upon discovery.
- Drivers of individually-assigned County vehicles are responsible for ensuring regularly scheduled maintenance checks by the Mechanical Department and the prompt reporting of any defects or safety problems to the Vehicle Service Coordinator.

**403 GENERAL INFORMATION****Safety**

Road safety must never be compromised when transporting wards or staff in the course of regularly assigned duties. If road or weather conditions require the use of an alternate route, a Transportation Deputy should contact headquarters and notify the dispatcher via radio of the new or alternate route.

Road conditions and traffic incidents that could result in delays can be shared with deputies over the radio network. Major traffic accidents where injuries require immediate medical attention may be reported via radio for relay by headquarters. Deputies should know and transmit their exact location, traffic direction, and emergency call box number to facilitate emergency aid response.

When driving, Transportation Deputies shall instruct all occupants to wear seat belts. Deputies shall assist wards with fastening seat belts when restraints make it difficult for wards to do so alone.

**Driving Behavior**

Driving behavior may be the most visible contact the public has with County employees. Inconsiderate or illegal driving practices create a poor image of all County drivers. Transportation Deputies will conduct themselves as professionals and drive with consideration and care at all times when behind the wheel by complying with the DMV's regulations and laws.

**DRIVING ON COUNTY BUSINESS****Passengers**

All Transportation Deputies are prohibited from transporting unauthorized persons, materials, or equipment in County vehicles unless ordered to do so.

**Licenses**

Every Transportation Deputy is responsible for maintaining a current, valid Class B California driver's license and a current, valid medical certificate. It is the sole responsibility of the Deputy to keep his or her license and medical certificate current. The license and medical certificate must be in the Transportation Deputy's possession at all times when on duty and surrendered for inspection to supervisors or authorities upon request.

Transportation Deputies whose licenses are suspended, revoked, or expired must immediately report that in writing to their supervisor. These employees will be relieved of duty until an investigation has been completed.

**404 VEHICLE CARE****County Vehicle Condition**

Transportation Deputies are required to conduct a vehicle inspection before placing any vehicle in service. Deputies must take all possible action to ensure the safe condition of vehicles used in the transportation of wards.

A *Daily Vehicle Inspection* sheet shall be completed daily and filed in conjunction with an inspection that includes, but is not limited to, the following:

- Fluid levels, fuel, brake, oil, coolant and power steering
- All lights, including back-up and directional signals
- Horn
- Windshield wipers
- Tires (wear and air pressure), including spare, and wheel lugs (tight not missing)
- Mirrors
- Emergency equipment including a jack, fire extinguisher, first aid and bio-hazard kit, and reflectors

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- Steering
- Brake pedal pressure and parking brake operation
- Air and vacuum pressure (if applicable)
- All belts

Each vehicle should also be inspected for interior and exterior cleanliness, as well as contraband. Bus crews should check the underbody and luggage compartments before leaving a security area.

Fuel, oil, and emergency services may be obtained at County mechanical shops and garages. Designated shops will provide regular interval *08* and *A and B* safety/maintenance inspections.

When it is not possible to access a County facility, emergency refueling can be done after hours or outside of the County by using a Voyager credit card at most retail stations. The Voyager system is operated and accessed through the Departmental Fleet Manager.

**Maintenance of Vehicles**

All vehicles referred to in this section are those assigned to designated work locations or individually assigned. Transportation Deputies are responsible for daily inspections to ensure that all vehicles are in safe operating condition before being put into service.

**Tire Changing**

In all cases, roadside assistance should be secured for tire changes or towing through the mechanical department or a designated vendor. If a vehicle becomes disabled, the responsible employee must contact Transportation Headquarters and explain the vehicle's condition to coordinate assistance.

**Vehicle Capacity**

Deputies must never load a vehicle in excess of the vehicle manufacturer's rated capacity (VMRC) unless expressly authorized by the dispatcher or supervisor (e.g., in response to an emergency move or evacuation). The standards for ward transport are as follows:

- Secure vehicle with one Transportation Deputy: maximum of three wards
- Secure vehicle with two Transportation Deputies: maximum of 13 wards

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- Secure vehicle with three Transportation Deputies: maximum of 30 wards
- If a bus movement requires more than 30 wards, a fourth Transportation Deputy will be assigned.

#### **405 AFTER HOURS VEHICLE USE**

A Transportation Deputy may be assigned a County vehicle overnight if management determines that a ward must be picked up or dropped off on the deputy's way to or from his or her work location.

This process will be monitored and coordinated by the dispatcher as approved by the Director under the following provisions:

- Transportation Deputies, including supervisors, are expressly prohibited from using a County vehicle after hours without authorization.
- Deputies will contact the dispatcher via radio, who will log the reported mileage and destination at shift's end. Deputies will follow regular call-in procedures, reporting beginning mileage the next day.
- Deputies should take the most direct route to their destination and refrain from making personal stops.
- All Transportation Deputies are prohibited from transporting unauthorized persons, materials, or equipment in County vehicles unless ordered to do so.
- Vehicles shall be garaged or parked in a driveway and not parked on the street.
- Deputies will declare after-hours assignment information under the *Remarks* portion of the *Daily Vehicle Inspection* sheet.
- Out of County Transfer deputies will record overnight duty, along with all fuel receipts, on the *Daily Vehicle Inspection* sheets upon return to headquarters.

#### **Emergency Lights**

All vehicles are outfitted with emergency lights. Deputies may activate these lights only when the vehicle becomes disabled or to get off the road. They are not to be used for general driving purposes. If a Transportation Deputy believes he or she needs the use of the emergency lights for any other reason, he or she must secure the authorization from the dispatcher before activating the lights.

## LOS ANGELES COUNTY PROBATION DEPARTMENT

<b>Subject:</b>  <b>TRANSPORTATION MANUAL</b>  <b>RADIO COMMUNICATION</b>	<b>Section Number:</b> <b>TM-500</b>
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	<b>Approved By:</b>  <b>Elizabeth Garcia, Bureau Chief</b>

### 501 INTRODUCTION

The Probation Department participates in the County Wide Integrated Radio System (CWIRS) as part of the County's communications system.

Transportation Deputies are required to use this system to maintain ongoing radio communication with Transportation Headquarters throughout the business day. The continuing radio dialogue between Transportation Deputies and the BSO provides a connection between employees in the field, facilities, field offices and Transportation Headquarters. Additionally, it allows Transportation Deputies to report to the Department's Emergency Operations Center (EOC) in cases of natural disaster.

Transportation Deputies are required to keep the OD/Dispatcher informed of their whereabouts at all times using the radio whenever possible. Radio contact will facilitate routing, reassignment, and linking with other units to maximize service and efficiency.

### 502 BASE STATION OPERATOR (BSO) PROCEDURES

The BSO will log all radio contacts and record the following elements:

- Time of call
- Deputy's radio call sign
- Number of wards on board
- Location
- Destination
- Estimated Time of Arrival (ETA)
- Remarks (e.g., partner, special assignment code), identify 1050 wards or reason for exclusion accompanied by a SIR



**RADIO COMMUNICATION****503 CHECK IN**

When a Transportation Deputy arrives at his or her assignment headquarters or location, the he or she will report for duty to the OD/Dispatcher using the radio. If the radio is unavailable, the Transportation Deputy may report for duty using a County facility telephone.

Once the assignment elements are confirmed, Transportation Deputies will radio headquarters and report their radio call sign, the number of wards being transported, an en-route estimate, and the destination. Immediately upon arrival, deputies will again contact headquarters to report their arrival. This basic procedure will repeat itself with each subsequent assignment.

**504 RADIO PROCEDURES**

The following are general guidelines for using vehicle and mobile radios:

- Radios will remain on at all times.
- Be sure the frequency is clear before starting a transmission.
- Deputies begin transmission by giving their call sign, then waiting until the BSO acknowledges the transmission.
- Transmissions should be brief, using the Public Safety Communication Aural Brevity Code.
- Refrain from using first person (i.e., I) for identification purposes. The phonetic and numeric identification numbers assigned to each Transportation Deputy must be used.
- Transmissions should be no longer than 30 seconds each.
- Professional courtesy is assumed. The terms *please* and *thank you* are an unnecessary use of radio time.
- All radio transmissions must be within the Public Safety Communication Aural Brevity Code; all other types of transmissions are strictly prohibited (i.e., rapping, singing, whistling, inappropriate responses, etc).
- Clear pronunciation is critical to effective communication. Speak slowly and enunciate plainly at a rate of approximately 45-50 words per minute.

**RADIO COMMUNICATION**

- The radio volume control regulates transmission. A raised voice will only distort the message. Remain calm at all times and adjust volume controls when checking in.
- Identify wards by using the phonetic alphabet to provide the first letter of the first and last name and the date of birth. Do not transmit wards names over the air.
- Numbers are given as individual numbers and then repeated, reading the number as a whole. For example, the number 246 would be transmitted as “two, four, six,” then repeated as “two hundred forty six.”
- At the end of each transmission, remember to close (e.g., Adam-21, clear) so radio traffic can continue without interruption or unnecessary delay.

**505 EMERGENCY RADIO COMMUNICATION**

Several types of emergencies may require the use of the radio. The BSO must be ready to respond, relay messages, or assist a deputy in any emergency. This will require a Transportation Deputy to remain as calm as possible and transmit all pertinent information clearly, identifying the type and degree of emergency.

The following are guidelines for possible radio emergencies:

- If there is traffic on the radio, interrupt the transmission and announce to the BSO that it is an emergency transmission.
- The BSO will announce to all Transportation Deputies to hold their transmissions by stating, “This is an Emergency Transmission. Hold all transmissions until further notice.”
- The Transportation Deputy will then transmit the information regarding who, what, where, when, and why relevant to the emergency.
- Appropriate referrals, assistance, or information will be activated by the BSO pursuant to the directions of the OD.
- All Transportation Deputies will stand-by in case their assistance or location is requested until the incident is clear and the BSO has announced the continuation of regular radio traffic.

Deputies involved in an incident requiring an emergency radio transmission must complete and submit a SIR to report the nature and resolution of the emergency incident before going off duty.

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<b>RADIO COMMUNICATION</b>	

## **506 DEPARTMENTAL EMERGENCY OPERATIONS CENTER (EOC)**

In cases of natural disasters or civil emergencies, the Department's EOC, located at Probation Headquarters, may be activated.

If activated, the Transportation Division is obligated to assign a liaison representative, preferably a supervisor, to report to the EOC as soon as possible. That designated staff member will coordinate status and movement information between the Transportation Division and the EOC within the CWIRS network using a mobile radio. The liaison will stay at the EOC until given the order to stand-down and/or he or she is properly relieved.

Transportation Deputies will continue to report via radio to Probation Control unless they are directed to change *talk groups* and report directly to the EOC or Transportation's liaison staff.

Deputies who have Departmental cellular telephones should attempt to contact Transportation Headquarters through the CWIRS first.

## LOS ANGELES COUNTY PROBATION DEPARTMENT

<b>Subject:</b>  <b>TRANSPORTATION MANUAL</b>  <b>NON-ENGLISH SPEAKING WARDS</b>	<b>Section Number:</b> <b>TM-600</b>
	<b>Effective Date: March 23, 2010</b>
	<b>Approved By:</b>  <b>Elizabeth Garcia, Bureau Chief</b>

### 601 INTRODUCTION

The DSB and the Transportation Division will facilitate communication with all wards while maintaining the safety and security of these wards during transport to and from designated locations.

### 602 PROCEDURES

When a non-English speaking ward must be transported for a court ordered appointment or medical evaluation, a staff member may request clearance from the Dispatcher to contact *Language Line Services* for assistance if a bilingual Transportation employee is not available to translate. This service provides foreign language interpreters to assist in communicating the reason for or the parameters of the appointment to the ward. This service can be instrumental in reducing the fear or anxiety of a ward before transport. The procedure is as follows:

- Secure a multiple line or speaker-phone instrument, which allows the staff member to monitor the call.
- Dial the 800 number providing *Language Line Services*.
- Enter the six digit client identification number.
- Enter the numeric access code.
- Identify yourself to the interpreter, explain the nature of your request, and ask the interpreter to repeat all comments made by the ward.

When an assignment involves a non-English speaking ward, staff will:

- Submit an SIR, reporting the time and location of the service access.
- Identify the special language needs of the ward.
- Identify any future appointments where the service may be needed.

**NON-ENGLISH SPEAKING WARDS****Rights of Wards**

No staff in any facility will prohibit wards from speaking any language in DSB facilities. Every individual has the right to converse in his or her primary language without fear of reprisal. Furthermore, there will be no practice that restricts such activity or results in formal or informal disciplinary action.

The only deviation from this policy may occur when, in the staff's professional judgment, a situation has arisen which endangers the safety of wards, staff or the facility. In these circumstances, staff will intervene in a swift and appropriate manner. As a result, it may be necessary for all individuals to speak English in order to lessen tension and keep the situation from becoming volatile. Wards unable to speak English may also have to be separated from the situation.

## LOS ANGELES COUNTY PROBATION DEPARTMENT

<b>Subject:</b>  <b>TRANSPORTATION MANUAL</b>  <b>CAMP SERVICES</b>	<b>Section Number:</b> <b>TM-700</b>
	<b>Effective Date: March 23, 2010</b>
	<b>Approved By:</b>  <b>Elizabeth Garcia, Bureau Chief</b>

### 701 INTRODUCTION

Wards detained in camps, whose appearance is ordered by the court or are scheduled for medical or other appointments, require the services of Transportation Deputies headquartered at selected camps to facilitate transportation.

All camp movements are assigned and coordinated by the Dispatcher. Deputies will maintain security and control of all camp wards while in-custody.

### 702 GUIDELINES

Transmittals are required on all movements (with or without packets with charts). These documents contain ward head counts with the names, destination, and the purpose for movement.

The following guidelines shall be adhered to for a standard camp movement:

- Upon arrival at a designated camp, contact the Dispatcher via radio and check-in.
- Reconcile the *Camp Movement* log with the Dispatcher's movement schedule and forward this information to the Dispatcher, noting overload or special handling.
- Verify that all appropriate documents are in order, including the medical charts, behavior charts, and admission/other relevant documents.
- Load wards in accordance with standard movement procedures, notify the Dispatcher of your departure, and proceed using the most direct route to your designated location; contact the Dispatcher immediately upon your arrival.
- Compile and submit a statistical report of ward counts on the first of each month.

Communication with the Dispatcher is imperative in order to coordinate each movement and ensure the efficient delivery of wards to their ultimate destination.

## LOS ANGELES COUNTY PROBATION DEPARTMENT

<b>Subject:</b>  <b>TRANSPORTATION MANUAL</b>  <b>COURT RESIDENTIAL SERVICES</b>	<b>Section Number:</b> <b>TM-800</b>
	<b>Effective Date: March 23, 2010</b>
	<b>Approved By:</b>  <b>Elizabeth Garcia, Bureau Chief</b>

### **801 INTRODUCTION**

Transportation Deputies assigned to Court Services should report to their designated headquarters at the appointed time and check in with the Dispatcher for information regarding any changes in staffing or ward count.

### **802 EQUIPMENT**

Each Transportation Deputy should secure and inspect the assigned and necessary equipment to ensure that items are in good working order.

- Secure an assigned vehicle and keys, and register the vehicle in the daily sign-out sheet.
- Vehicle must be safety-checked and inspected in accordance with procedures, including a contraband inspection.
- Security hardware must be counted and inspected daily.

### **803 COURT MOVEMENT**

#### **Pre-Movement Preparations**

After checking in with the Dispatcher, staff should review institutional additions to the court list and add or delete names as appropriate. Consultation with court personnel or the Sr. DSO assigned to the court may be required to verify additional names on the existing court list. In these cases, it may be necessary to transport the wards at a later time pending verification. Deputies should secure all court files and Probation mail for each assigned court.

Staff should verify that there are sufficient lunches for the anticipated number of in-custody wards and possible off-street detentions. They should also identify any special diet or nutritional requirements, complete reporting verification slips, and load all necessary items onto the vehicle before securing and loading wards.

#### **Court Movement**

Deputies shall arrive at the pick-up location and check-in with the institutional

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staff to reconcile the court list and wards ready in the receiving unit. After verifying that all wards are present, Transportation Deputies shall call roll. Each ward shall be verified by date of birth if there is doubt as to a ward's identity resulting from similar or duplicate names.

All wards shall be fitted in mechanical restraints per vehicle seating capacity. Deputies will commence movement by contacting the headquarters via radio before proceeding directly to the court location.

**804 COURT ARRIVALS**

Transportation Deputies shall not transport wards to any location other than specifically authorized. Wards shall always be transported by the most direct route available. During transit, the door to the passenger area will remain locked unless it must be opened to respond to an emergency.

Security procedures may vary from court to court. Adhere to the following directions as applicable:

1. Contact headquarters via radio immediately upon arrival.
2. Request court security assistance when necessary.
3. Where provided, use the intercom system to alert the court of your presence.
4. Ensure that the area is secure before the wards are moved.
5. Check security hardware during unloading.
6. In those locations where elevators are used, load as appropriate and ensure all wards face the rear upon entry.
7. When available, use of the security sally ports is mandatory.
8. Upon arrival to lock-up, staff must notify the Sr. DSO of their presence.

**805 DETENTION CORRIDOR**

Where applicable, cell and door keys must be obtained from security control. It is mandatory that all keys are returned before employees leave the building at the end of the court day. No court keys shall be taken from the court building without Dispatcher, Sr. DSO and court security notification and authorization.

Before placing wards in holding tanks, Sr. DSOs will inspect the tanks and clear



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any contraband to ensure safety of occupancy.

Once mechanical restraints are removed and wards are placed in their designated tanks, the wards shall be searched and structured regarding the expected conduct during their stay in court. This structure will include court appearance conduct, attorney access, post court visiting (where available), and meals. Names and security check off time sheets must be posted at each tank.

Deputies shall contact the appropriate court personnel and reconcile the wards scheduled for appearance, as well as those additions transported late by the court staff.

**806 SUPERVISION**

The supervision of in-custody wards is ongoing from the time of departure at the loading facility to the time of return. Wards must be supervised at all times. If wards are required to be in a holding tank that is not in the staff member's direct line of vision, a *Holding Tank Supervision Monitoring Check* sheet must be posted and 5-minute checks must be recorded. This log is a court document and is treated as such. It should be reviewed by the Sr. DSO, filed on site for 90 days, and then forwarded to the designated supervisor.

All off-street detentions should be searched and encouraged to give their personal property to their parents when possible. Otherwise, a property envelope noting all contents must be generated.

Only authorized personnel are permitted in the holding area. Identification must be presented to staff before admittance when a person or group is unknown. This includes attorneys and Probation or Court Services staff.

**807 SENIOR DETENTION SERVICES OFFICER (ASSIGNED TO TRANSPORTATION)****Essential Job Functions**

Sr. DSOs assigned to the courts are responsible to do the following:

- Inspect all tanks and lock-up areas prior to the arrival of wards.
- Supervise the daily procedures within the detention lock-up area of his or her assigned court.
- Support the professional environment by instructing staff on appropriate supervision techniques, positioning, and execution of all court ordered proceedings.

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- Initiate and advise staff of appropriate action relative to new and established policies and procedures.
- Initiate authorization for intervention measures and act in accordance with the Department's SCM policy.
- Oversee the recording, completion, and submission of all relevant forms to the appropriate parties.
- In accordance with established protocols, oversee appropriate actions in maintaining the lock-up area relative to security, admission, orientation, release procedures, and escape prevention.
- Oversee the inventory and control of ward property and/or recovered contraband.
- Provide counseling to wards regarding compliance with behavioral expectations.
- Ensure that all staff provide appropriate medical attention to wards in the most efficient manner possible; all medical concerns must be reported to the dispatcher and the Sheriff's Department staff member in charge of court security.
- Staff are not permitted to give medication to wards or allow wards to have medication in their possession.

### **General Duties and Responsibilities**

- Provide an amplified degree of courts staff supervision and accountability on site while supervising detained wards within the lock up security area; ensure the safety and security at each location remains consistent.
- Emphasize the responsibilities of all staff and report to the supervising Transportation Deputy, who will be responsible for procedural duties and implementing policy and procedures in the juvenile court lockup area in both standard and emergent situations.
- Ensure that staff are informed about and understand all existing and/or revised Transportation policies and procedures; monitor adherence.
- Provide the appropriate institution business office with daily meal counts.

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## **808 BUSINESS RECORDING AND DOCUMENTATION**

Employees shall enter and maintain factual, accurate, and complete information on all official Departmental documents, records, or reports. Employees that knowingly enter or cause entry of false, inaccurate, misleading, or improper information are subject to disciplinary action up to and including discharge from County service. Business records must not be removed, secreted, or destroyed for the purpose of concealing information from the court, administrators, or Probation Department managers or supervisors.

Note: PDPM Policy 15.13 (04/01/2003)

## **809 LATE COURT RESIDENTS**

In addition to the preceding statements relevant to court residency, Transportation Deputies assigned to the late work schedule should perform the following duties at the beginning and end of each day:

1. Contact first shift residents to reconcile the court list and possible add-ons.
2. Remain in court until all cases on the calendar have been heard and all courts have been adjourned for the day.
3. Secure legal and court documents for return to each facility for processing. This should include, but is not limited to, the following:
  - Custody sheets
  - A complete next day court list
    - The daily court list for the following day's appearances is to be e-mailed to each Movement Coordinator in an attempt to secure timely movements.
    - When ordering wards from a facility that does not service the Transportation Deputy's assigned court, the Transportation Deputy is required to contact the appropriate Movement Coordinator and note the name and time of the contact in the comment section of the daily court list. If a voicemail is necessary, the Transportation Deputy will write "voicemail" and the time in the comment section of the daily court list.
  - Detaining orders

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- The court officer prepares detaining orders for each minor that is seen by the court.
  - It shall be the responsibility of the Court Holding Tank Sr. DSO/Acting Sr. DSO to retrieve all detaining orders from the court officers.
  - The Sr. DSO/Acting Sr. DSO shall be responsible for giving the detaining orders to the Transportation Deputy that delivers the wards back to the facilities.
  - The Sr. DSO/Acting Sr. DSO shall maintain a daily log that will include the date, court and department number, ward's name and date of birth, ward's PDJ number, time of arrival and departure, disposition, prior hearing date and institution.
  - The Transportation Deputy will deliver detaining orders to the OD or his or her designee for processing.
- Releases
  - Court mail
4. Before departure from court, inspect all holding tanks and security areas for court wards, property, or contraband; return all keys to the appropriate personnel in Security Control.
  5. Compile and submit a statistical report of ward counts on the first of every month.

**810 COURT CORRIDOR PROCEDURES**

During the judicial day, court residents are responsible for the care and custody of those wards detained for appearances in court. Additionally, each court resident is responsible for the following:

- Coordinate with the Probation camps network for the transfer of wards to the appropriate facilities for court appearances.
- Ensure that all appropriate paperwork, including reports, is forwarded to the court in a timely manner.
- Confer with the court clerk to reconcile the next day's calendar and any special handling cases that may require additional staff or resources, such as 601s, adults, high profile wards, or disabled wards with special needs.

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- Contact the District Attorney's office for the next day's filings.
- Contact Intake and Detention Control, as well as the Warrants Desk, for possible court add-ons, change of plans, or warrants.
- To ensure completeness and accuracy, compile a next day court list with all names from the court resident log, court officer, custody sheets, DA's office, IDC, and other offices.
- Fax or email a copy of the list to the Dispatcher, deliver a copy to the OD at each receiving detention facility, and secure a signature of receipt.
- Contact the court residents at the receiving court and transfer all appropriate information to precede any case being transferred.
- Provide for the hygienic and sanitary needs of all wards in custody.
- Coordinate shuttles to return those wards who have completed their court appearance back to the sending facility during the court's regular lunch hour, or when discipline problems or illness make it advisable.
- Research the miss-outs and attempt to recover and transport these wards. If necessary, notify the Dispatcher for assistance as soon as possible.

## **811 COURT LOGS**

All court residents are responsible for maintaining an accurate record of the disposition of each ward's court appearance. The court log must be reconciled at the end of each court day to ensure that all wards and documents are recorded. The following information must be entered in the court log on a daily basis:

- Time of arrival for each ward from the facility
- Time of departure for each ward's return to the facility
- Name
- Date of birth
- Handling code (if applicable)
- Court appearance department and disposition
- Receipt of detaining order or release

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- Property itemization

All information must be entered accurately, legibly, and completely. The court log is considered a legal document to reconcile the appearance and disposition of all in-custody wards. This information is the basis for the construction of the mandatory monthly statistical report that must be completed and submitted to Transportation Headquarters on the first working day of each month.

**812 OTHER TRANSPORT ASSIGNMENTS****Outside Courts**

The execution of court orders may require two Transportation Deputies to transport wards to various courts throughout the judicial system. Outside courts are defined as those courts outside the Probation Department's regular juvenile court network. Special accommodations and/or security requirements should be coordinated in advance for such courts. In these cases, Transportation Deputies should adhere to the following:

1. Upon arrival, a Transportation Deputy must notify the court bailiff/court personnel of his or her presence and provide all referral data or available information.
2. If a Transportation Deputy is not provided room in a security area, take appropriate seating outside the courtroom with the ward in his or her immediate control.
3. Monitor all conversations with the ward except conferences with the ward's attorney. Exceptions must be via judicial order.
4. Deputies are prohibited from providing legal advice.

**Witnesses**

The same parameters described for outside courts apply to those wards scheduled as witnesses. Before transporting a ward to an outside court to appear as a witness, the following documents should be secured:

- Subpoena
- Minute order/removal order

The Transportation Deputy should contact the court and notify the appropriate party that the ward is present, rather than spend time waiting through the court process before testimony. Once the court has dismissed the witness or

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scheduled another appearance, it is the responsibility of the Transportation Deputy to obtain all pertinent documents and information from the court regarding the ward's future appearance obligations and disseminate this information to the appropriate personnel.

### **Certifications**

Periodically, wards will be arrested and booked as adults with a future appearance date in juvenile court. This situation requires that the ward be transported to that court for ward status recertification. These wards may not be transported to court without legal documentation or subpoena. A Transportation Deputy will need to secure a proof of age packet from IDC for the court to certify the ward's status and return the ward and court documents to IDC.

### **Mental Health – Department 95**

Mental Health hearings and guardianship matters are often held in Department 95. Transportation staff are responsible for the custody, control, and security of these wards during transport. Deputies are also responsible for returning all appropriate documents to the sending facility.

## LOS ANGELES COUNTY PROBATION DEPARTMENT

<b>Subject:</b>  <b>TRANSPORTATION MANUAL</b>  <b>OUT OF COUNTY TRANSFER SECTION</b>	<b>Section Number:</b> <b>TM-900</b>
	<b>Effective Date: March 23, 2010</b>
	<b>Approved By:</b>  <b>Elizabeth Garcia, Bureau Chief</b>

### **901 INTRODUCTION**

The Out of County Transfer Section (OCTS) is charged with the safe and timely transport of wards to other counties within and outside the state of California, as well as other countries pursuant to the orders of the court.

### **902 INTRA-COUNTY TRANSFER**

The juvenile court requires that transfers from one county to another in the same state be completed within seven court days of the order issue. The execution of these orders must include a certified copy of the minute order and two complete copies of the court legal file. The transfer packet containing all pertinent certified documents is compiled by the Superior Court Clerk and forwarded to the OCTS for disposition.

In preparation for the execution of these court orders, Transportation Deputies should complete the following:

1. Ascertain the facility location of each ward.
2. Contact facility medical services and order a medical release summary for the date of transport.
3. Contact the Movement Control Officer at the detaining facility and order the ward for the date of transport, verifying the release order.
4. When possible, interview the ward regarding behavior expectations and medical requirements prior to transport.
5. Ensure that all property belonging to the wards accompany them.
6. Execute the transfer in accordance with all procedures for transporting in-custody wards. This includes contacting the OCTS supervisor immediately upon assignment completion.

### **903 WARRANT RECOVERIES**

If a ward is arrested and detained in another county and is being held on a



**OUT OF COUNTY TRANSFER SECTION**

warrant issued by the County of Los Angeles, the Welfare and Institutions Code (WIC) specifies that the detaining county facility will extend a courtesy hold of no more than five calendar days from the date of arrest. The OCTS must verify the warrant and secure a minute order authorizing expenditure of necessary costs to recover the ward.

The OCTS should contact the detaining county regarding delivery to the holding county pending travel arrangements.

**904 INTER-STATE TRANSFER**

When transporting a ward requires travel across state lines, the Department of the Youth Authority's Inter-State Compact Unit (Juvenile) must be contacted to coordinate the process. Refer to Section 1300 of the WIC for additional information.

**905 TRAVEL****Air Travel**

When the execution of a court order requires air transportation, the airfare with the lowest price that accommodates the travel requirements will be purchased. The OCTS supervisor is authorized to purchase tickets, arrange for rental cars (securing vouchers), and make hotel reservations for travel as needed or ordered by the court using a dedicated County account. In all cases, a minute order is required to authorize the Department to make the necessary arrangements.

**Ticketing**

The majority of County-authorized airline tickets are electronic and include a ticket locator number and/or access code. In those cases where an outside party is purchasing the ticket, the Transportation Deputy must verify the ticket using the locator number/code before agreeing to a particular flight. Stand-by flights are problematic and should be discouraged in all cases.

In general, wards will not have picture identification available for ticket access. Therefore, the Transportation Deputy must identify himself or herself and provide the locator number and/or or access code to obtain the ticket.

In a rare or emergency situation, a Transportation Deputy may be required to purchase a travel ticket. He or she shall be reimbursed following the submission of an expense claim.

**OUT OF COUNTY TRANSFER SECTION****International Flights**

If the court orders an international flight, the following should be obtained well in advance of flight time:

- Valid passport for the ward and accompanying staff
- A notarized letter from the ward's legal guardian granting permission if the ward is traveling alone
- A current visa if required by destination or transit country (Airport stop in a country in route to another destination sometimes requires a visa; international carriers can verify document requirements)

**Airport Departures**

A Transportation Deputy's peace officer status does not provide him or her with any extraordinary authority regarding airport security or ticketing procedures. For this reason, every contact with airport personnel is an opportunity to develop the kind of working relationship necessary to operate within the tight security of the airport matrix. All Transportation Deputies are encouraged to practice the best possible public relations while on duty at every airport visited. In addition, law enforcement agencies at the airport shall be notified of the plan for transport and shall be asked to assist in the transport for the safety and security of the public, the ward, and the Transportation Deputies.

The unpredictable variables of air travel make advance planning and timing essential to a successful assignment. Deputies should plan to arrive at least an hour prior to a domestic flight departure time (two hours for an international flight departure time). The following are general guidelines for airport assignments:

- Secure the ward's clothing and property; and check for contraband, travel appropriateness, and cleanliness.
- Ensure that all baggage is labeled and secured.
- Obtain the ticket and proceed to the appropriate departure gate.
- Review the flight schedule for possible delays or changes.
- Exercise a low profile so as not to disturb other air travelers.
- Once the ward has boarded the flight, remain at the gate until the airplane pulls away from the terminal to ensure that the ward does not get off the plane.

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- Contact the OCTS Desk and notify the supervisor that the flight has departed.

**Airport Arrivals**

Taking an unattended ward into custody at the airport requires advance planning and teamwork. The following are general guidelines for ward recovery:

- Deputies should secure a physical and clothing description from sending authorities to facilitate ward identification.
- Deputies should arrive well in advance of the flight arrival time and verify the gate and flight status.
- When possible, Transportation Deputies should introduce themselves to airline personnel and request access to the jet way in order to confer with in flight personnel regarding ward identification.
- Once the ward has been identified, staff should identify themselves as Transportation Deputies to the ward, take the ward into custody, perform a cursory search, apply appropriate restraints, and proceed to the secure vehicle.
- One Transportation Deputy should recover the vehicle and any checked baggage while the other deputy maintains supervision of the ward.

When the ward is secure, contact the Transient Section supervisor, confirm custody of the ward, and proceed to the receiving institution to initiate the admission process.

**Miscellaneous**

If scheduling changes require Transportation Deputies to work beyond regularly scheduled hours, they are required to contact the OCTS supervisor or Dispatcher and convey all pertinent information regarding the delay. If the flight is cancelled, rerouted, or there is any other change in plans, office notification is required to activate alternative arrangements.

**Airport Security**

The Los Angeles Police Department maintains a substation on the premises of the Los Angeles International Airport. The substation can be a designated location for meeting outside agencies and ward custody transfer. Other airport locations maintain their own security staff and can assist Transportation Deputies with security concerns.

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The use of hard restraints can have a negative effect on public passengers. A layman observer can easily misinterpret a Transportation Deputy's actions and report or complain to airline personnel about procedures that employees accept as common and necessary. Maintaining positive relations with various travelers and airline staff requires discretion when using handcuffs and leg restraints in public view. However, security must never be compromised during airport assignments by not using handcuffs and leg irons.

Vehicle recovery or parking requires coordination between staff. The team should drop off the ward and a Transportation Deputy at the loading zone in front of the departure terminal. The Transportation Deputy will step inside the terminal with the ward and wait until the other Transportation Deputy secures the vehicle. For arrivals, the procedure should be reversed. One Transportation Deputy will wait inside the terminal with the restrained ward while the other Transportation Deputy recovers the vehicle and returns to the loading zone for pick-up.

**Bus Travel**

The juvenile court or IDC can request a ward be returned to his residence through the Home Free Program. Under the auspices of the program, common bus carriers can provide a one-way bus ticket for runaway wards to return to their legal residence. The program requires a police report (with number and filing location) and direct contact via telephone (monitored by Transportation staff) with the ward, his or her legal guardian, and a Runaway Hotline representative. When the requirements have been satisfied, Runaway Hotline personnel will authorize a bus ticket on a common carrier to return the ward home.

Economic circumstances frequently lead parents to purchase bus tickets to return wards to their homes. It is essential that the court, IDC, and the parents agree to the inherent risk of bus travel. Any stop affords the ward an easy exit.

If the Probation Department is ordered to transport the ward via bus, ticketing can be done by telephone using the assigned County authorization code with pick-up at the designated bus terminal. The ward should arrive at least one hour before departure time to allow for check-in procedures to be completed.

## LOS ANGELES COUNTY PROBATION DEPARTMENT

<b>Subject:</b>  <b>TRANSPORTATION MANUAL</b>  <b>DEPARTMENT OF JUVENILE JUSTICE (DJJ)</b>	<b>Section Number:</b> <b>TM-1000</b>
	<b>Effective Date: March 23, 2010</b>
	<b>Approved By:</b>  <b>Elizabeth Garcia, Bureau Chief</b>

### 1001 INTRODUCTION

The Probation Department works in concert with law enforcement agencies and the courts. When in-custody wards are ordered to the custody of the Department of Juvenile Justice (DJJ) by the court, Transportation Deputies assigned to transport those wards must have the appropriate documents to execute the order. These documents include:

- Minute order/acceptance letter
- Medical release summary
- Applicable educational assessment documents
- Body attachment

Transportation Deputies should contact the DJJ expediter to coordinate transfer of all DJJ commitments and to secure all relevant documents or special transfer instructions.

### 1002 DJJ WARDS

When the court orders the Probation Department to transport a ward from the DJJ to the juvenile court, Transportation staff must ensure that the certified court order (minute order) accompanies the ward and is distributed to the following:

- Releasing facility
- Receiving facility
- Transportation Office

These wards will be detained in juvenile hall pending the conclusion of their court appearance. After their court appearance, they will be scheduled for return to the DJJ.

## LOS ANGELES COUNTY PROBATION DEPARTMENT

<b>Subject:</b>  <b>TRANSPORTATION MANUAL</b>  <b>SECURITY TRANSPORTING</b>	<b>Section Number:</b> <b>TM-1100</b>
	<b>Effective Date: March 23, 2010</b>
	<b>Approved By:</b>  <b>Elizabeth Garcia, Bureau Chief</b>

### 1101 INTRODUCTION

The DSB, the Residential Treatment Services Bureau (RTSB), and the Placement Services Bureau (PSB) require that all wards being transported by Probation staff to or from another Probation facility, court, medical appointment, or other appointment outside the facility shall wear a orange transport uniform consisting of a shirt and pants prior to being transported per Directive 1161 (Orange Transportation Uniforms) issued on January 31, 2008.

When responding to court-ordered transportation requests, there will be occasions when a ward requires extraordinary transport preparations. These assignments include, but are not limited to, funerals, protective custody of High Risk Offenders (HRO), mental health removals, or disciplinary removals. These assignments require teamwork, coordination, and strict adherence to security parameters, especially radio communications.

### 1102 FUNERALS

Before executing an order to transport a ward to funeral services, the Dispatcher should review the following criteria and recommend to the court exclusion of an in-custody ward:

- Coded unfit, suicidal, escape risk, or Level 3
- Held under administrative, medical, or federal order
- Charged with 187 PC
- State parolee
- Relationship of the deceased to the ward must be natural parent or guardian, spouse, child, brother, sister, or grandparent

If the ward meets the criteria for funeral attendance and transportation, the Court Officer should notify the Dispatcher via minute order at least 48 hours in advance of the service. Supervisors should contact the funeral home to arrange early admittance when possible, private entrance access, arrange parking, and confirm the number of exits. Assigned Transportation Deputies should adhere to the

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following guidelines:

- Prior to the scheduled date, the ward must be interviewed by the transporting Deputies. They will explain behavior parameters and procedures.
- Transportation Deputies will wear suitable business attire to the services.
- Safety and security is paramount; the ward will remain in close proximity, in restraints, and under the direct control of the escorting Transportation Deputies.
- Regular radio procedures will be followed.
- Wards will be transported in orange transport uniform unless otherwise ordered by the court.

Interference in the execution of a court order is cause for termination of the assignment. Deputies should be sensitive to the emotional state of the family and attendees. However, if in their estimation security or safety is at risk, they should immediately contact the office and remove the ward from the situation. Deputies should return the ward to the receiving facility and complete a SIR explaining the conditions or circumstances that led to the termination of the assignment.

### **1103 HIGH RISK OFFENDERS**

The classification of High Risk Offender (HRO) identifies those wards in detention arrested for 707(b) offenses including:

- Murder or attempted murder
- Rape
- Sodomy
- Oral copulation
- Kidnapping
- Mayhem
- Carjacking

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- Escapees from secure facilities
- DJJ parolees and holds
- Wards declared unfit for juvenile court

Because they pose a risk for negative behavior or escape, these wards should be treated with constant scrutiny and supervision. In all transportation assignments, these wards must be carefully secured with maximum restraints and are assigned to two Transportation Deputies.

When Transportation Deputies are assigned to transport a ward coded HRO, they should review the detention facility file and request a live scan photo and physical description of the ward. Considerations of physical size, previous behavior, and destination should be assessed. In all cases, coordination with the Dispatcher and continuous radio communication is imperative.

**1104 ENHANCED SUPERVISION REQUIREMENTS FOR LEVEL 3 AND LEVEL 4 WARDS**

The following information is provided to demonstrate that the guidelines for wards in juvenile hall also apply to wards in Transportation custody in a court setting:

All deputized Probation staff who become aware of, or perceive that a ward intended to harm him or herself, or that observe self-harming behavior(s) on the part of any ward, shall immediately place the minor on Level 3 Enhanced Supervision status to ensure the ward's continuing safety. The staff shall immediately inform the duty supervisor of the ward's behaviors and prepare a *Mental Health Consultation* form. The duty supervisor shall be responsible for determining the appropriate type of housing and level of enhanced supervision (Level 2 or Level 3) indicated to keep the ward safe pending assessment by a DMH clinician.

**Level 3 Enhanced Supervision Requirements**

This is the highest level of supervision afforded wards within the juvenile hall or camp setting and is reserved for wards who are at high risk of suicide, either by threatening suicide with a clearly articulated plan for achieving suicide and the means to carry the plan out, or has recently engaged in an act of attempted suicide or serious self-harming behavior, and whose current medical or mental state requires that they be separated from their regular living unit for a specified period. The placement of a ward on this level of supervision requires that the Probation Detention System (PDS) be updated with a Suicide (S) code.

When wards are placed on Level 3 supervision, a designated staff member shall



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remain in close proximity to the ward(s), directly in the line of sight, during waking and sleeping hours and provide direct and continuous, uninterrupted visual and audio supervision of the ward(s). This includes those times when the ward(s) attend court, outside medical appointments, school, visit the medical unit, participates in any non-mental health interview, or uses the shower or restroom. Specific instructions for supervising these ward(s) in both small groups and individually are provided below.

Note: Supervisory staff shall only assign experienced staff to provide supervision for Level 3 status wards. An experienced staff member is defined as one who is CORE and POST qualified, and has a minimum of nine (9) months experience as a peace officer in the Probation Department DSO or DPO series. Section 170 staff members shall not be assigned to supervise Level 3 or 4 status wards without the approval of the Director on duty at the facility. Staff that have worked one eight hour shift and are assigned, or volunteer, to work a second consecutive shift shall not be assigned to provide supervision of any Level 3 status wards during the second consecutive shift.

Level 3 wards shall be housed separately from the regular living unit or dormitory setting. This separation is designed to protect wards from harming themselves and is imposed to provide direct supervision of the ward in a more structured setting.

Level 3 wards, while assigned to the Special Housing Unit (SHU), Medical Unit, Enhanced Supervision Unit or other specialized unit, shall not be isolated from other wards in their housing location, confined to their room during waking hours, or excluded from facility programming without written justification and/or authorization of Mental Health staff, or for security reasons as defined by the Probation Department.

Level 3 wards may participate in recreation and attend school in the specialized location, or at the school as appropriate, with the approval of Mental Health and Probation, as long as safety and security needs permit. Wards must remain in direct line of sight of staff at all times during waking hours, including when the ward uses the shower or restroom.

When is it necessary for any Level 3 ward to leave the SHU, Enhanced Supervision Unit or other specialized unit to attend court, outside medical appointments, participate in a special visit/attorney visit, or participate in a non-Mental Health interview, a single dedicated staff member shall remain in close proximity to the ward, directly in the line of sight and shall provide direct and continuous, uninterrupted visual and audio supervision of the ward.

Level 3 wards may require a room assignment due to behavioral problems and/or immediate safety/security needs of the unit or facility. When this need arises, the

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ward shall be assigned a room with the door open and free of appurtenances that the ward could attach bedding, clothing, lanyard-type objects (e.g., shoelaces, cords, etc.) to in order to harm him or herself.

Staff assigned to a Level 3 supervision post shall not leave their assigned post without proper relief by other staff. When a Level 3 ward must leave the unit, they must be escorted by one staff member who is specifically assigned to supervise that ward while out of the unit. Level 3 wards shall be housed in one of the following locations:

- SHUs at juvenile hall and camps
- Designated High Security Unit at Barry J. Nidorf Juvenile Hall
- Enhanced Supervision Unit at Central Juvenile Hall
- Specialized Unit/Locations as approved by the Bureau Chief
- Medical Observation Unit

Note: Wards on Level 3 status may not be assigned to work assignments in juvenile hall or camp for any reason, nor should they be assigned to perform housekeeping duties of any kind that will result in contact with or possession of cleaning solutions or other chemicals.

**Small Group Level 3 Supervision Instructions During Waking Hours**

When wards are placed on Level 3 supervision in a small-group setting, they shall be assigned to the SHU, Enhanced Supervision Unit, or other high-security or specialized unit as designated by the facility Superintendent or Director. A designated staff member, who has no other assignment, shall remain in close proximity to a small group of no more than three Level 3 wards, directly in the line of sight of the wards, during waking hours and shall provide direct and continuous, uninterrupted visual and audio supervision of the small group of wards. The wards' hands, wrists, arms and entire neck and facial area shall be visible at all times. This level of supervision shall also be maintained when the wards attend school or use the shower or restroom.

**Individual Level 3 Supervision Instructions During Waking Hours**

Some wards on Level 3 status have demonstrated a pattern of physical aggression, assaultive behavior, and/or active self-harming behaviors. They are generally not suitable candidates for small group Level 3 Supervision. These wards, with the duty supervisor's approval, may require segregation from the specialized unit population and assignment to a room. Individual wards who meet

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this criteria shall be supervised by a single designated staff member who has no other assignment, and shall remain in close proximity to the ward, directly in the line of sight, during waking hours and shall provide direct and continuous, uninterrupted visual and audio supervision of the ward during waking hours. The ward's' hands, wrists, arms and entire neck and facial area shall be visible at all times. This level of supervision shall also be maintained when the wards attend school or use the shower or restroom.

**Documentation Efforts on Behalf Of All Wards on Level 3 Enhanced Supervision Status**

- The ward shall be coded as S by updating PDS and the unit Population and Grade Sheet in juvenile hall, or updating the Population Sheet in camp as necessary.
- The ward's Level 3 status shall be noted on the facility's *Self-Harm* log. The log shall be updated daily after collaboration with Mental Health.
- The ward's behavior file at camp or juvenile hall shall be annotated with a three-inch, red-colored S code on both the outside front cover and the left inside cover-sheet.
- A search of the ward's clothing, person, room, or dormitory as appropriate at the beginning of the AM and PM shifts, and when the ward returns to the unit or dormitory following any outside activity or visit. These searches shall be conducted in accordance with Directive 1056 (Strip Search and Visual Body Cavity Search Procedures) issued on September 1, 2005 and Directive 1119 (Searches in Detention Facilities) issued on February 14, 2007.
- Each ward placed on Level 3 supervision shall have an *Enhanced Suspension Observation* form initiated and maintained on each eight (8) hour shift during the ward's assignment to Level 3 status. The form should be completed in accordance with the instructions provided for the form. The form shall be used to communicate any change in behavior or any perceived need to change the level of supervision to Mental Health or Health Services. The staff actually supervising the ward must initiate the *Enhanced Supervision Observation* form at the beginning of the shift and shall update it at least once every four hours (twice per shift). The form shall be maintained separate from any required log, behavioral chart, or *Record of Supervision* documentation. The completed form shall be reviewed, approved, and signed by the shift leader in the juvenile hall and the duty supervisor at camp at the conclusion of each eight (8) hour shift (AM, PM and 10/6 shift) and retained in the ward's behavior file.

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- All searches, behaviors, appointments, visitors and other occurrences during the shift shall be noted on the *Enhanced Supervision Observation* form.
- In the medical record, Health Services staff on each shift shall record the status of wards assigned to the Medical Unit and shall communicate any change in behavior or need to change the level of supervision to Mental Health.
- Mental Health shall review supervision orders in consultation with Probation and Health Services.
- Wards on Level 3 status shall be reassessed at least every twenty-four (24) hours, or more often as clinically indicated by Mental Health.
- Health Services staff in camp or juvenile hall, and/or the duty supervisor, shall consult the on-call psychiatrist for any request to change the level of supervision if there are no Mental Health staff on duty in the facility.
- The Management Services Bureau (MSB) shall conduct monthly safety assessments of the SHU and other specialized or dormitory-type units where Level 3 wards are housed to ensure that appurtenances are not present and that any that are found are expeditiously removed.

**Step-Down Requirements for Level 3 Enhanced Supervision Status Wards**

Level 3 wards stepped-down (released) from Level 3 to Level 2 status shall remain in their current assignment (SHU, Medical Unit, high security unit, or other specialized unit) for a minimum of twenty-four (24) hours. Within 24 hours of being stepped-down, the ward shall be reassessed by Mental Health and cleared when appropriate for release to a regular living unit on Level 2 status. The ward shall thereafter be reassessed in accordance with the Level 2 assessment process outlined below. PDS and the facility's *Self-Harm* log shall be updated to reflect this change in status.

**Level 4 Enhanced Supervision Requirements**

Level 4 Enhanced Supervision status indicates that the ward has been determined to be either actively suicidal or has engaged in serious self-injurious behavior and is in the process of being transferred to a higher level of care (i.e., psychiatric emergency care facility) for psychiatric assessment. The placement of a ward on this level of supervision requires that PDS be updated with an S code.

When a ward is placed on Level 4 status, a designated staff member shall remain in close proximity to the ward, directly in the line of sight, and shall

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provide direct and continuous visual and audio supervision of the ward while being transported to and from the facility, and while being assessed at the psychiatric emergency care facility. This includes those times when the ward uses the restroom. While at the psychiatric emergency care facility, and while hospitalized at any psychiatric care hospitals, the ward shall remain designated on Level 4 status until returned to the facility.

Upon return to the facility, the ward's status level shall automatically change from Level 4 to Level 3 status and the ward shall be immediately interviewed and assessed by the on-duty Mental Health clinician. If there is no clinician on duty, the ward shall be assessed the next business day. Level 3 status precautions should be initiated upon entry into the facility as designated by the duty supervisor.

**Documentation Requirements: Reconciling Orders and Reviewing Orders for Wards on Level 4 Enhanced Supervision Status**

- The ward shall be coded as S by updating PDS and the unit Population and Grade Sheet in juvenile hall, or updating the Population Sheet in camp as necessary.
- The ward's Level 4 status shall be noted on the facility's *Self-Harm* log. This log shall be updated daily after collaboration with Mental Health.
- The ward's behavior file at camp or juvenile hall shall be annotated with a three-inch, red-colored S code on both the outside front cover and the left inside cover-sheet.
- Each ward placed on Level 4 status, who is *admitted* to a psychiatric care facility or other medical facility, and is being supervised by Probation staff, shall have an *Enhanced Supervision Observation* form initiated and maintained on each eight (8) hour shift during the ward's assignment to Level 4 status. The form should be completed in accordance with the instructions provided for the form and a copy of the completed *Enhanced Supervision Observation* form faxed to the facility at the end of each eight (8) hour shift. The faxed form shall be reviewed by the Movement and Control or camp shift leader, signed, and the placed in the ward's behavior file at the facility.
- Upon the ward's return from the psychiatric treatment facility, the ward's status shall be changed from Level 4 to Level 3 and the facility's *Self-Harm* log updated with the ward's change in status.

**SECURITY TRANSPORTING****Step-Down Requirements for Level 4 Enhanced Supervision Status Wards**

Upon return to the facility from a psychiatric care facility, the ward's status level shall automatically change from Level 4 to Level 3 status. The ward shall be immediately interviewed and assessed by the on-duty Mental Health clinician. If there is no clinician on duty, the ward shall be assessed the next business day. Level 3 status precautions should be initiated upon entry into the facility as directed by the duty supervisor. PDS and the facility's *Self-Harm* log shall be updated to reflect this change in status.

Note: Directive 1132 (05/22/2007)

**Mental Health**

When wards requires transportation from a mental health hospital (Level 4) or evaluation center to or from juvenile hall or a court appearance, they should be treated with the highest level of care and security as they may, without prior notification, pose a threat to themselves and/or staff. Level 4 wards must be accompanied by their assigned supervision staff.

Deputies should contact the facility in advance of arrival to ensure that the ward is ready, has received any necessary medication, and has all relevant documents. If the ward displays behavior that the Transportation Deputy observes as being disruptive or a threat to safety or security upon arrival, the Transportation Deputy will contact the Dispatcher, report these conditions, and wait for direction. When the ward is ready, restraints should be carefully applied and locked to ensure that they will not tighten in transit.

**1105 DISCIPLINARY REMOVAL**

By definition, disciplinary removals or transfers pose a threat to the safety of the staff and ward. Every Transportation Deputy should exercise extreme caution when handling these wards because negative behavior may be unpredictable and spontaneous. The ward should receive an explanation regarding the reasons for his or her transfer and the consequences of continued negative behavior.

When ready, staff should apply appropriate restraints before escorting the ward to the vehicle. Once engaged, restraints should not be removed until arrival at the destination unless it is absolutely necessary. If the ward refuses to go, Transportation Deputies will not drag or forcefully move the ward to the vehicle. Deputies will exhaust all counseling possibilities before contacting the Dispatcher for cancellation approval or further direction. Staff at the detaining facility should not expect Transportation Deputies to forcefully remove a ward because this action increases the potential for possible injury to the ward and/or staff.

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Once in transit, staff must maintain radio contact with the Dispatcher to report the estimated arrival time. The Dispatcher will then notify the receiving facility for preparation and support as necessary.

In all cases of special security handling, regular transport procedures should be exercised, including ongoing communication with the Dispatcher, to ensure the safe completion of an assignment.

**1106 ESCAPE PROCEDURES**

Transportation duties, such as transporting wards outside the confines of a secure facility, increase the likelihood of wards attempting escapes. All reasonable precautions must be taken to prevent wards from escaping. All Transportation Deputies must exercise extreme caution and prudence with every assignment requiring the transportation of wards to outside locations.

If a Transportation Deputy is vigilant in the supervision of a ward and uses appropriate restraints, the ward is unlikely to escape. If a ward is successful in removing his or her restraints and escapes, Transportation Deputies should make every effort to recapture him or her if the situation makes this practical. If the ward is not recaptured, the following procedural guidelines must be followed:

1. Immediately contact the local police with jurisdiction over the area of escape.
2. Identify yourself and provide your name, title, and badge/employee number.
3. Provide a description of the escaped ward(s) and direction of travel.
4. Provide any and all other pertinent information.

Once the local police are notified, contact the detention facility and the Supervising Transportation Deputy/OD.

**Reporting**

Every Transportation Deputy involved in an escape situation must submit a SIR to a supervisor before going off duty. The narration should include, but not be limited to, the following:

- The time, location, and circumstances of how the escape occurred
- Identification of all Transportation Deputies at the site, and their respective duties and action during the escape

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- The specific action you took and the results of your actions
- The names and contact telephone numbers of the persons to whom the escape was reported

### **Deputy Response**

If Transportation Deputies are contacted via radio for support, the BSO should provide the following information over the air:

- Time and location of the escape
- General description of the ward

Those Transportation Deputies in the immediate vicinity should report in to the Dispatcher via radio before canvassing the area. If the ward is observed, Transportation Deputies should report and maintain visual contact, only taking the ward back into custody if it is safe and practical to do so.



## LOS ANGELES COUNTY PROBATION DEPARTMENT

<b>Subject:</b>  <b>TRANSPORTATION MANUAL</b>  <b>MEDICAL APPOINTMENTS</b>	<b>Section Number:</b> <b>TM-1200</b>
	<b>Effective Date: March 23, 2010</b>
	<b>Approved By:</b>  <b>Elizabeth Garcia, Bureau Chief</b>

### 1201 INTRODUCTION

All medical assignments originate from and are coordinated by the Dispatcher. If facility medical personnel find it necessary to substitute or change an appointment, those changes must be coordinated with the Dispatcher.

When responding to an appointment request, each Transportation Deputy should report to the appropriate medical personnel and secure the necessary documents to initiate a medical appointment.

### 1202 CONSENTS

Approval for surgery requires a separate authorization form issued for regular medical appointments and must be completed and signed by the attending physician. Transportation Deputies are not authorized to sign medical consents, authorization for payment for specific or general procedures, or referrals. When in doubt, a Transportation Deputy should contact the Dispatcher or institutional medical staff for guidance.

Once the appropriate documents have been obtained from the medical staff, the following procedures must be adhered to for all appointments:

1. Check in with site security; ensure that a live scan photo and physical description of the ward accompany the ward.
2. Accompany all wards from the reception area to the examining room.
3. Conduct a security survey identifying possible paths of escape; locate telephones and toilet facilities.
4. Deputies are not obligated to remove restraints and shall explain the escape risks to the attending physician and/or medical personnel. However, depending on the circumstance, the Transportation Deputies should call the Dispatcher to explain the situation and request back-up staff. The Dispatcher will then advise a course of action. When two Transportation Deputies are assigned and the doctor requests the removal of restraints, one should stay inside the examination room and take a

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strategic position in the event the ward attempts to escape. The restraints should be replaced as soon as the examination or procedure allows.

5. When the doctor completes the examination or procedure, the Transportation Deputy should obtain a copy of the doctor's report and the next appointment date and time.

**1203 ADMISSIONS**

When a ward is admitted to the hospital, the Transportation Deputy must accompany that ward to the assigned room. He or she will then contact the Dispatcher and the custodial facility of the admission, location, and hospital contact, including telephone number and/or extension. The admitting personnel should be advised that the ward is in custody and should only be released to Probation staff. Additionally, the Transportation Deputy is obligated to notify hospital security of the ward's admittance, and then stand by for relief.

**1204 PUBLIC INTERVENTION**

When a Transportation Deputy is assigned to transport a ward to an outside or private medical facility, he or she may encounter family members, friends, or uninvited persons.

In all cases, after assessing the situation, the Transportation Deputy has the authority to cancel any outside appointment if he or she believes the safety and security of the ward or staff is in jeopardy. The Transportation Deputy is obligated to contact the Dispatcher immediately using the radio or a landline to explain his or her decision and intended course of action. The Dispatcher will authorize the cancellation or offer alternatives without compromising the safety and security of the ward or Transportation Deputy.

Upon his or her return, the Transportation Deputy must complete a SIR explaining the cause of action and submit the form to his or her supervisor and/or Dispatcher for review before the end of his or her shift.

**1205 RETURN TO FACILITY**

After obtaining all appropriate medical documents, a Transportation Deputy should contact the Dispatcher via radio and return the ward to the appropriate facility. All documents should be delivered to receiving medical personnel and information regarding future appointments should be forwarded to the Dispatcher.

## LOS ANGELES COUNTY PROBATION DEPARTMENT

<b>Subject:</b>  <b>TRANSPORTATION MANUAL</b>  <b>RESTRAINTS</b>	<b>Section Number:</b> <b>TM-1300</b>
	<b>Effective Date: March 23, 2010</b>
	<b>Approved By:</b>  <b>Elizabeth Garcia, Bureau Chief</b>

### 1301 INTRODUCTION

The use of restraints is authorized by the DSB for the Transportation Division as part of standardized security procedures for transporting wards outside of institutional facilities.

Restraints are defined as a method of control to ensure that wards in transit will not attempt to escape, harm themselves, and/or harm other wards or staff. Restraints are never used as a form of punishment or discipline, and should be used in direct proportion to the degree of security necessary.

The DSB authorizes the following three restraint procedures to achieve ward control:

- Mechanical restraint
- Chemical restraint (with administrative approval)
- Physical intervention

Departmental policy prohibits any procedures whereby coupled hands and coupled feet are connected (i.e., hog tied) behind the back. The use of the bar arm and choke hold in any restraint procedure is also prohibited.

### 1302 MECHANICAL RESTRAINTS

Mechanical restraints refer to any device which immobilizes a ward's extremities to keep the ward under control. The use of handcuffs, leg irons, and waist chains is a common security practice when transporting wards. Unlike other staff that may be required to file a written report when using hard restraints, Transportation Deputies do not need to report each use unless under extraordinary circumstances or conditions, or when directed by supervisory staff. Leg restraints will be used on all outside assignments with the exception of status offenders or where restricted by airport security.

Transportation Deputies shall observe the following when using mechanical restraints:

**RESTRAINTS**

- Only authorized and section-issued restraint equipment will be used to secure wards for transport.
- Handcuffs should be applied one at a time, with the staff member holding the loose cuff until it is placed on the ward's other wrist.
- Handcuffs will be double locked to prevent them from becoming too tight.
- Wards are not to be handcuffed to any physical immovable object.
- Waist chains can be used for all mass movements or individual movements including bus, van, or security moves in court detention corridors. Preferably, waist chains should be applied individually.
- Leg irons should be applied with the ward in a kneeling position with locks (double locked) facing the floor when the ward stands.
- Deputies should never slap a cuff onto a ward's wrist or cuff one hand while holding the other cuff.
- Wards with pending 601 petitions and/or wards covered under Section 300 of the WIC from non-secure facilities (e.g., SODA wards) will not be handcuffed, nor will restraint measures of any kind be employed to keep them in custody.
- Wards covered under Section 300 of the WIC will not be restrained for transport unless the ward is an eminent risk or threat for escape. If restraints are used under these conditions, a SIR shall be written and submitted before the end of the deputy's shift.

**1303 CHEMICAL RESTRAINTS**

Per DSB policy, the use of Oleoresin Capsicum (OC) spray, commonly known as pepper spray, is permitted within the scope of peace officer authority to control behavior, restrain, or subdue imminent or actual violent behavior. The use of OC spray is permitted under Penal Code (PC) Section 12403.

- Transportation Deputies that have completed the approved PC 832 Chemical Agents Course, are P.O.S.T. certified, and have read and signed the Probation Department's policy on OC are authorized to use it with administrative approval only. Information on the use of OC spray can be found in Directive 941 (Use of Force Guidelines) issued on July 28, 2003 and in the Pepper Spray Policy document on the ProbNet homepage under the *Policies & Procedures* header.

**RESTRAINTS**

- Only OC (MK-4) issued by the Department is authorized for use by Transportation Deputies. The use of any other spray is expressly prohibited.
- Each authorized Transportation Deputy will be assigned a personal OC spray canister with a serial number; the number will be recorded and kept on file by his or her immediate supervisor.
- Each Transportation Deputy will maintain secure possession of his or her canister while on duty and will store the canister in an appropriate, safe, and secure location while off duty.
- Deputies who use OC spray when off duty must be aware they are not protected by their peace officer status and are subject to the prevailing laws of the jurisdiction where the use occurs.
- Lost canisters should immediately be reported to the appropriate supervisor with all necessary reporting documents.
- Deputies who leave the section must surrender their assigned canister, as well as all other issued equipment.

**Wards' Rights and Responsibilities**

Wards in detention custody will be asked to read and sign an *OC Warning* form upon entry into juvenile hall. The form will inform the wards that OC spray is used at the facility. This written notification advises the wards that if a staff member instructs them to lie down or use the words "pepper spray" or "OC," they are to drop to the ground with their hands behind their backs. Failure to do so could result in their being sprayed.

**1304 PHYSICAL INTERVENTIONS**

All relative sections and requirements of the SCM policy as defined and stated in Directive 1094 (Safe Crisis Management Policy) issued on April 19, 2006 are applicable to all Transportation Division staff. At the time of this manual's publication, Directive 1094 is the most current Directive regarding this policy. Any future related Directives that are published will supersede Directive 1094.

Please also refer to the DSB Manual for related information about the Probation Department's SCM policy.

## LOS ANGELES COUNTY PROBATION DEPARTMENT

<b>Subject:</b>  <b>TRANSPORTATION MANUAL</b>  <b>DEATH OF WARD/EMPLOYEE</b>	<b>Section Number:</b> <b>TM-1400</b>
	<b>Effective Date: March 23, 2010</b>
	<b>Approved By:</b>  <b>Elizabeth Garcia, Bureau Chief</b>

### **1401 INTRODUCTION**

All policies and procedures regarding the death of ward/employee as designated in the DSB Manual are applicable, except in those cases where the occurrence is outside the confines of an institution or camp.

### **1402 DEATH OF A WARD**

Once the death of a ward has been established by medical staff or paramedics, the parents or legal guardians shall be notified in person by the Director or his or her designee whenever possible. Notification by telephone or in writing is permissible only in situations when the parents or guardians are not in the local area. Immediate notification will also be given to the juvenile court by telephone and through a SIR (instead of a Detention Observation Report) signed by the Director. In addition, the Director or his or her designee is responsible for the following:

1. Secure and preserve the area and body until the police arrive.
2. Ensure that the police, Bureau Chief, Chief Deputy Probation Officer, Chief Probation Officer, and DPO of Record are aware of the situation so notification can be given to the court.
3. Ensure that all staff who witnessed or were involved in circumstances surrounding the death or discovery of the body remain on duty until coordination with the police indicates that they may be released.
4. Coordinate with the chaplain so that the next of kin notification can be given.
5. Within 10 days of the death, convene a Death Review Team to investigate and submit a written report of its findings to the Board of Corrections.

### **1403 DEATH OF A PROBATION OR NON-PROBATION EMPLOYEE**

Once medical personnel or paramedics have established the death of an employee or non-employee, the Director or his or her designee will take the following action:

**DEATH OF WARD/STAFF**

1. Immediately notify the police so they can prepare the mandated death report. The police will notify the coroner to claim the body when appropriate.
2. Preserve the site of death and the body until the police arrive.
3. Coordinate with the police so that the next of kin notification can be given.
4. After consultation with the police, secure all of the decedent's personal property for transfer to the next of kin or the appropriate authority.
5. If the decedent was an employee of another agency, coordinate appropriate notification to that agency with the police.
6. If the decedent was a Probation Department employee, refer the next of kin to the Personnel Office at Probation Headquarters for pertinent information.

**1404 DEATH REVIEW TEAM**

The Death Review Team is generally overseen by the Transportation Director. This team consists of the Health Administrator serving the DSB, the attending physician, and other parties as necessary.

In instances where the death involves a ward, the Death Review Team is responsible for submitting a report to the Attorney General in accordance with Government Code Section 12525. Within 10 days of the death, a copy of the report will be sent to the Bureau of Corrections and Standards. An additional copy of this report will be forwarded to the Bureau Chief and the Chief Probation Officer. A copy of the report will also be retained at Transportation Headquarters.

In instances where the death involves an employee or non-employee, the team will convene, investigate, and submit a report to the Bureau Chief and the Chief Probation Officer within 10 days.

**Death Review Team Reports**

The report of death for a ward will contain the following information:

- Name
- Date of birth
- Sex

**DEATH OF WARD/STAFF**

- Race
- Date and time of admission to juvenile hall
- Reason for admission
- Physical description and condition at the time of admission
- Date and time of arrival to the court or assigned destination
- A copy of the autopsy report (if applicable) or the facts relating to the death including, but not necessarily limited to, the following:
  - Date and time of death
  - Cause of death
  - Any related incidents to death
  - Name of the physician in attendance
  - Name of the juvenile hall
  - Name and title of the employee completing the report
- A copy of the police report (if available) and all other available data about the decedent will be obtained so the Death Review Team can prepare an accurate investigation report.

The report of death for an employee or non-employee will contain the following information:

- Name
- Date of birth
- Sex
- Race
- Date and time of death
- Cause of death



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<b>DEATH OF WARD/STAFF</b>	

- Any related incident to death
- Name of the attending physician
- Time and date that the next of kin was notified and by whom
- Name of the person(s) preparing the report
- Name of the police agency preparing the report.
- A copy of the autopsy report (if applicable)
- A copy of the police report

## LOS ANGELES COUNTY PROBATION DEPARTMENT

<b>Subject:</b>  <b>TRANSPORTATION MANUAL</b>  <b>EMERGENCY AND DISASTER RESPONSE</b>	<b>Section Number:</b> <b>TM-1500</b>
	<b>Effective Date: March 23, 2010</b>
	<b>Approved By:</b>  <b>Elizabeth Garcia, Bureau Chief</b>

### 1501 INTRODUCTION

In the event of an emergency or natural disaster that requires immediate mobilization of Transportation resources, Transportation Deputies will be strategically dispatched upon order. Under the authority of the Transportation Director, the EOC and the OD will act in concert as the coordinating and recording command during the declared emergency.

All emergencies will require Transportation Deputies in the field to assess the threat to safety and security, act professionally and decisively, and coordinate with the Dispatcher. Deputies are obligated to contact Transportation Headquarters and report any action anticipated or taken.

Upon arrival to any emergency site, the Supervising Transportation Deputy or his or her designee is the authorized incident commander. However, movement of all documents and other property are the responsibility of the evacuating facility.

### 1502 EVACUATIONS

With approval from a Bureau Chief, a Probation Director can request the emergency evacuation of a camp, detention facility, or field office of detained wards or staff. When the call is received, the OD or the BSO will initiate a log documenting the parameters of the emergency. It should include, but is not limited to, the following:

- Justification (need) for the emergency evacuation
- Person and title of the requestor
- Time and date of the request
- Call back telephone numbers and onsite contact person
- Involvement or notification of emergency agencies (e.g., fire, police) and their contact persons and telephone numbers
- Number of evacuees and an estimate of the resources necessary to complete the evacuation

**EMERGENCY AND DISASTER RESPONSE**

- Notification to the Director, Senior Director and Bureau Chief
- Initiation of a preliminary incident report that identifies the receiving facility or transfer destination(s)
- Coordination of respective responsibilities with the site Director (e.g., transportation is responsible for the ward transfer and facility staff is responsible for behavior charts, medical charts and property or facility equipment)

**Fire Evacuation**

The inherent danger of evacuating in a fire zone presents additional logistical considerations that should be addressed in advance. They include, but are not limited to, the following:

- During the fire season, all vehicles must have a full tank of gas when taken out of service for the day.
- A daily inspection and inventory of safety equipment must be performed.
- Staff should be encouraged to keep an overnight bag available as stand-by status may require overnight duty.
- Supervisors assigned to the command post must be in close contact with the fire department to ensure safe passage and exit of evacuation vehicles.
- If possible, staff familiar with the area should be pre-selected to ensure timely arrival and evacuation.

In all cases, Transportation Deputies must not compromise the safety and security of wards or staff, but must quickly respond as needed to any declared emergency pursuant to instructions from the on-site coordinator.

**1503 EMERGENCY PROCEDURES**

Once an emergency is declared, the OD should begin securing the needed resources to respond to the emergency including the following considerations:

1. Strategically identify and estimate the number of staff and vehicles anticipated for the stated emergency and stand by.
2. Notify and hold current staff for possible deployment, initiating emergency vehicle readiness.

**EMERGENCY AND DISASTER RESPONSE**

3. Select a supervisor to man the designated site command post and assign stand-by status to the equipment supervisor.
4. Mobilize designated resources to locations as needed.
5. Select, contact, and activate pre-selected Transportation Deputies at home to stand-by status or return to work status.
6. Contact the site coordinator, communicate the estimated time of arrival, and determine special needs.

**Bomb Threat**

If a Transportation staff member receives a bomb threat via telephone, the person receiving the call should take the following action:

1. Prolong the conversation while signaling someone to indicate what is happening.
2. Do not break the connection.
3. Attempt to secure the following information:
  - Location of device (room, desk, cabinet, etc.)
  - Type, size, or description of device
  - Time of detonation
  - How the device entered the building
  - The caller's name (if caught off guard, he or she may give you his or her name)
  - Listen closely to the characteristics of the caller's voice for clues of gender, age, or other identifiable traits
  - Listen for background noises or clues of call origin

When the caller terminates the call or as soon as it is practical to do so, relay all noted information to the building's communications center or the appropriate law enforcement agency serving the vicinity and Transportation Headquarters.

**EMERGENCY AND DISASTER RESPONSE**

Initiate a survey of the immediate area to look for unidentified containers. Do not touch, move, or otherwise disturb any suspicious items and be prepared to identify these items to authorities.

If an evacuation is ordered, evacuate the area in a secure and orderly fashion as soon as reasonably possible and report the location, ward count, and status (if applicable) to headquarters via radio.

**After Hours Emergencies**

In the event that an earthquake or other emergency is declared after hours, weekends, or on holidays, the stand-by emergency response supervisor or his or her designee as identified in the *Contingency Plan for Emergency Evacuation* is authorized to mobilize staff and equipment to meet the declared emergency. All mobilization of resources must be pre-approved by the Director of Transportation.

**Communications**

Every Transportation Deputy is required to maintain ongoing communication using the CWIRS radio network or County-issued cellular telephone and provide status reports as requested. If the Departmental EOC is activated, Transportation Deputies may be directed to contact the EOC directly.

**Emergency Operations Center**

In the event of a natural disaster or civil emergency, the Department's EOC may be activated. The EOC is located at Probation Headquarters in Downey.

If activated, the Transportation Division is obligated to assign a liaison representative, preferably a supervisor, who will report to the EOC as soon as possible. That designated staff member will coordinate status and movement information between the Transportation Division and the EOC using a mobile radio on the CWIRS network. The liaison will stay at the EOC until given the order to stand down and/or he or she is properly relieved.

**Post-Emergency Reconciliation**

The order to stand down from a declared emergency will come from the Transportation Director. It is a subjective process where some or all resources can be recalled or left on stand-by status.

Once the stand-down order is issued and all Transportation Deputies are relieved of duty, the OD will develop an incident evaluation report and submit it to the Transportation Director and the EOC Director.

## LOS ANGELES COUNTY PROBATION DEPARTMENT

<b>Subject:</b>  <b>TRANSPORTATION MANUAL</b>  <b>REPORTS AND RECORDS</b>	<b>Section Number:</b> <b>TM-1600</b>
	<b>Effective Date:</b> March 23, 2010
	<b>Approved By:</b>  Elizabeth Garcia, Bureau Chief

### 1601 INTRODUCTION

This section describes the requirements and procedures for special incident reporting and child abuse reporting, as well as the Probation Department's expectation regarding the confidentiality of juvenile records.

### 1602 SPECIAL INCIDENT REPORTING

The reporting of any extraordinary incidents is essential to the overall operation of the Transportation Division. SIRs provide both line staff and administration with detailed written records of any incident, situation, or event outside the normal routine of a Transportation Deputy's workday.

It is not possible to specify every instance or situation where a SIR could be necessary. If there is any doubt as to whether a circumstance warrants a SIR, an employee should err on the side of submitting a SIR.

The reportable incidents include, but are not limited to, the following:

- Suicides
- Attempted suicides
- Attempted self-injury by ward
- Injury to ward or staff
- Illness
- Attempted or successful escape
- Assault on a ward by ward, staff, or other person
- Incidents involving the use, possession, or exchange of contraband
- Sexual misconduct

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- Property damage
- Disruptive behavior in vehicles, court detention areas, or transit

While the form is essentially self-explanatory, every SIR must contain the following information:

- Name, classification, signature, and employee number of the individual submitting the report
- Name, birthday, PDJ Number, and coding (if applicable) of ward(s) involved
- Date, time, and location of incident
- Physical location of every staff member on assignment or on location
- Narrative providing a factual description of who, what, where, when and precipitating factors if known specifically, as well as whether verbal commands were issued and followed
- Date, time, and name of the Transportation Deputy that escorted the ward to the medical unit for review or medical examination (including medical staff signature)
- Juvenile hall OD's signature as reviewer and approving party; refer to Directive 1098 (Juvenile Hall Officer of the Day Reviewing and Approving Special Incident Reports and Physical Intervention Reports Completed by Transportation Deputies) issued on June 9, 2006 for additional information
- Deputy's signature at the end of narrative

Since Transportation Deputies are not generally within the institutional facilities, it is essential that they identify the assignment location in detail. If in transit, the specific location must be identified in detail. Each Transportation Deputy should assume a third party, unfamiliar with the operation, will review the report and reconstruct the incident with no advance knowledge of the area or surroundings.

In all cases, each report will be completed and submitted for review to a Transportation supervisor before the staff member is allowed to go off duty.

Every staff on assignment/on site will complete a SIR explaining his or her involvement or non-involvement, identifying the actions of each staff member at the time of incident.

**REPORTS AND RECORDS**

In those instances where information regarding an incident requiring a SIR is not known until sometime later, the SIR shall be completed as soon as possible after the incident becomes known and before the person who receives the information goes off duty.

**Distribution**

As soon as the report is completed and reviewed by a Transportation supervisor, the report will be distributed to the appropriate parties listed in section nine of the form. This requires juvenile hall OD approval. Additionally, a copy of the report will immediately be forwarded to Transportation Headquarters for review or additional distribution.

**1603 PHYSICAL INTERVENTION REPORTING**

Instructions for completing both the *Physical Intervention Report* (PIR) and the *Supplemental Physical Intervention Report* (SUP-PIR) forms are included with the forms. Electronic copies of these documents and their accompanying instructions are posted on ProbNet. Several substantive procedures have been implemented and several changes have been made to the PIR as indicated below. Staff are expected to review the forms with the instructions provided to ensure that their reports are properly completed.

- Immediately upon the conclusion of a Safe Crisis Management Physical Intervention Incident, the lead staff member (the Sr. DSO in juvenile hall or the Deputy Probation Officer [DPO] II at camp) involved shall contact the duty supervisor (the OD at juvenile hall or the Assistant Director [AD] at camp), and must advise the duty supervisor of the incident's occurrence, and obtain a SCM incident number. The SCM incident number shall be noted in the upper right hand corner of each page of the PIR and all SUP-PIRs on the blank line provided. The name of the duty supervisor and the time the duty supervisor was notified shall be noted in the upper area of Section "D" of the PIR.

The SCM incident number is a unique tracking number assigned by the facility. The facility tracking number shall begin with the facility prefix (e.g., CJH, BJN, or LP) followed by the year of occurrence and the next available sequential number of the incident for that year in order of occurrence, beginning with 001. For example, incident LP-07-001 indicates that the SCM incident occurred during the 2007 calendar year and was the first incident to have occurred at the Los Padrinos Juvenile Hall in 2007. The next incident at Los Padrinos will have the incident number LP-07-002, etc.



**REPORTS AND RECORDS**

- Section B: Staff must note the time the duty supervisor (the OD at juvenile hall or the AD at camp) was notified that a SCM incident had occurred. In this section, staff shall also note the time the supervisor arrived at the location if called in to assist with a controlled incident.
- Section M: After a chemical restraint incident has concluded and before a supervisor is authorized to sign the completed PIR on page 4, a supervisor must note the canister pre-spraying weight and post-spraying weight, the date and time the canister was reweighed after the incident, and the name of the supervisor who weighed the canister. Involved staff must also note whether the ward is asthmatic or is on psychotropic medications. The report will not be considered complete without this information.
- Section P: Page 4 of the PIR has been provided for medical staff to note the assessment and/or treatment of up to four different wards. Specific instructions relating to the documentation of this page by Probation staff are included in the instructions.
- Section Q: Supervisory staff and lead staff (Sr. DSOs and DPO IIs) are prohibited from signing PIRs and SUP-PIRs that do not have the SCM incident number affixed in the upper right hand corner of each page of the report.

Staff members that witness a physical intervention incident but do not participate in the incident, or who were assigned to the unit/location where the incident occurred but did not participate in or witness the incident, shall no longer be required to complete a full PIR. Instead, these staff shall be required to complete a one-page SUP-PIR. Staff who need additional space to document the incident may use the second page of the SUP-PIR. Staff are expected to review the attached SUP-PIR document with the instructions provided to ensure that their reports are properly completed.

Note: Directive 1133 (07/06/2007)

**1604 CHILD ABUSE REPORTING**

It is the policy of the Probation Department that all employees know and comply with child abuse reporting laws. All policies and procedures contained in the SCM directive as applicable to child abuse, as well as those sections in the DSB Manual that apply, are mandatory.

Employees who do not comply with these laws may be subject to criminal prosecution or Departmental disciplinary action, which may include dismissal from County service.

**REPORTS AND RECORDS****Legal Requirements**

PC 11166(a) mandates that any employee of the Probation Department who observes, has knowledge of, or reasonably suspects child abuse should report it to the DCFS or the local law enforcement agency with jurisdiction where the incident occurred. Reporting is to be done by telephone immediately and in writing within 36 hours to the same agency.

As defined in PC 11166(a), *reasonable suspicion* means that it is objectively reasonable for a person to entertain such suspicion based upon facts that could cause a reasonable person in a like position, drawing on his or her training and experience, to suspect child abuse.

PC 11172 states mandated reporters are immune from civil and criminal liability when reporting by law. However, failure to report a known incident of child abuse is a misdemeanor, punishable by County jail confinement not to exceed six months or by a fine of not more than \$1,000, or both.

**Definitions**

Definitions of child abuse as stated in PC 11165 include, but are not limited to, the following:

- Physical injury, which is inflicted by other than accidental means on a child by another person (mutual fight situations do not constitute child abuse)
- The sexual abuse of a child or any act of omission proscribed by PC 273(a) - Harmful Cruelty or Unjustifiable Punishment of a Child or PC 273 (d) - Corporal Punishment or Injury
- The neglect of a child or abuse in an out-of-home care facility
- The negligent failure of a person entrusted with the care or custody of a child to provide adequate food, clothing, shelter, or supervision where no physical injury to the child has occurred (PC 11165.2)
- Any situation where any person willfully causes or permits any child to suffer, or inflicts thereon, unjustifiable physical or mental suffering, or willfully causes or permits the person or health of the child to be placed in a situation where their personal health is in danger (PC 11165.3)
- A situation where any person willfully inflicts upon any child cruel or inhumane corporal punishment or injury resulting in a traumatic condition (PC 11165.4)

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A more complete and detailed description of the various definitions of child abuse may be found in PC 11165.1 through 11165.6.

### **Procedures**

The procedure for reporting child abuse as defined and documented in the DSB Manual supersedes the following as applicable:

If there is suspicion or observation of child abuse, or any instance where the abuse occurs while in-custody of a juvenile hall, a residential treatment facility, or Transportation staff, each employee will:

- Notify the supervisor immediately. This notification does not relieve the employee of individual reporting responsibility in accordance with the law.
- By telephone, immediately or as soon as practically possible, notify the law enforcement agency with jurisdiction in any instance where the ward is physically injured or is threatened with bodily harm. As an option, the report may be made to the DCFS abuse hot line.
- At the time of the telephone report, obtain the location to where the written report should be sent and the name of the person taking the report. Request to be notified regarding any action taken.

Prepare and send a written report to the same agency within 36 hours concerning the incident (*Department of Justice Form SS 8572*). The written report will be distributed as follows:

- The original and first two copies of the form are sent to the agency to which the telephone report was made.
- The yellow copy of the report is sent to the Director, who will maintain a child abuse file. The Director facilitates any further distribution of notification. This includes notification to the DPO of Record, the Superintendent of the juvenile hall, the Senior Director, the DSB Chief and the Departmental Ombudsman for child advocacy;
- When a detained ward is the subject of a child abuse report by Juvenile Court Health Services, a copy of the *Child Abuse Report (SS 8572)* is forwarded to the Superintendent of the juvenile hall. The Superintendent maintains a file of the reports and provides a copy to the DPO of Record.
- If assistance is required in determining the need for reporting, advice can be obtained from the District Attorney's Child Abuse Unit.

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## **1605 CONFIDENTIALITY OF JUVENILE RECORDS**

In accordance with WIC 827, all employees are instructed regarding the confidentiality of juvenile records as listed under Criminal Offenders Records Information (CORI). Employees will safeguard the confidentiality of such records, only releasing information to authorized agencies and then only with the prior approval of the Director or his or her designee.

## LOS ANGELES COUNTY PROBATION DEPARTMENT

<b>Subject:</b>  <b>TRANSPORTATION MANUAL</b>  <b>EMPLOYEE POLICIES AND PROCEDURES</b>	<b>Section Number:</b> <b>TM-1700</b>
	<b>Effective Date: March 23, 2010</b>
	<b>Approved By:</b>  <b>Elizabeth Garcia, Bureau Chief</b>

### **1701 INTRODUCTION**

All Transportation Deputies are expected to conform to the policies and procedures of the DSB and the Probation Department, as well as the instructions of their superiors. Failure to do so may result in disciplinary action, up to and including dismissal from County service.

### **1702 TRAINING**

The DSB provides both new employee and annual training for all line and supervisory staff. Training may be provided under the auspices of the Staff Training Office to fulfill the Standard and Training of Corrections Program's (STC) state mandated training requirements. This includes a minimum of 24 hours of certified training for Transportation Deputies and 40 hours of state certified training for Supervising Transportation Deputies. In addition, in-house or on the job training is conducted, supervised, and evaluated by a supervisor. In either case, training is considered a work assignment and all staff are required to meet the standards of behavior described below.

#### **New Employees**

All new employees will receive a new Transportation Deputy orientation before they are ready to assume the duties, responsibilities and demands of a Transportation Deputy. The orientation includes, but is not limited to, the following:

- Deputy safety
- Driver safety and vehicle maintenance
- Bus training
- Use of restraints: mechanical, chemical, or physical
- Movement and outside appointment techniques
- Court procedures

**EMPLOYEE POLICIES AND PROCEDURES**

- Out of County Transfer Section
- Emergency operations
- Radio operations
- Review of all current policies and procedures

**State Certified Training**

All Transportation Deputies are required to successfully complete a minimum of 24 hours of state certified training every fiscal year. While attending this training, shall adhere to the following:

- Arrive by the designated start-time.
- Written notices are required for absences. Unexcused absences will be recorded as A Time unless proper documentation is provided.
- Staff are not allowed to report to their normal work assignment in lieu of reporting for training.
- Staff must sign the roster to receive the proper attendance credit. Credit is given only for the time trainees attend.

**Classroom Courtesy and Demeanor**

All Transportation Deputies shall adhere to the guidelines set forth in Directive 1101 (Training Guidelines and Expectations) issued on June 28, 2006, including the following:

- Trainees must exhibit exemplary professional behavior, both at the training site and in class. They shall be attentive at all times and not read materials (e.g., magazines, newspapers) that are not part of the training curriculum. Trainees are not permitted to use cell phones, laptop computers, iPods, Game Boys, or other electronic devices during class that are not approved by the instructor. Cell phones and pagers should be placed on vibrate during the entire class. Any unprofessional behavior will result in dismissal from class and forfeiture of credit for the entire session.

**1703 PERSONAL RELATIONS**

Employees are expected to work cooperatively and harmoniously with other staff. Physical confrontations, vulgar language, profanity, sarcasm, or ridicule constitutes a violation of policy.

**EMPLOYEE POLICIES AND PROCEDURES**

When dealing with wards, staff must understand that control is an indispensable factor in maintaining acceptable behavior and in fostering habits of good conduct. Staff must set an example of courtesy and consideration in their contact with wards, fellow staff members, and the public and community they serve. Care must be taken to avoid scolding or directing personalized criticism, which may embarrass or antagonize a ward. When it is necessary to reprimand wards for misconduct, it should be done without personal involvement on the part of staff. Staff will not use sarcasm, ridicule, profanity, or threats. Praise and encouragement, on the other hand, may actually promote desired behavior.

**1704 UNIFORMS**

As deputized personnel, Transportation Deputies are required to wear the Departmental uniform as described in Directive 1122 (Probation Department Uniform Policy) issued on March 20, 2007 and Directive 1138 (Probation Department Uniform Policy Addendum) issued on July 24, 2007, and adhere to all the standards therein.

**1705 EMPLOYEE TIME****Observance of Work Hours**

All Transportation Deputies are expected to be at their assigned work location on time and complete all assignments unless relieved of them. In cases where the workload demands, Transportation Deputies may be held over and will be compensated accordingly.

**Attendance and Tardiness**

An employee is responsible for notifying the OD/Dispatcher of unscheduled absences or tardiness no later than one hour before the start of work assignment or shift. Failure to do so may result in the imposition of A time.

No more than one unauthorized absence or tardy per month (i.e., 12 per year) is permitted. Exceeding this standard may result in corrective action.

Staff may be and, in the case of certified time, will be required to furnish acceptable documentation for any absences.

**Timekeeping**

A daily timekeeping record will be maintained in the Transportation Headquarters Dispatching Center. All Transportation Deputies will call in at the beginning of their shift via radio or County facility telephone from their designated assignment location and report their start time, radio call sign, vehicle identification number,

**EMPLOYEE POLICIES AND PROCEDURES**

and mileage.

The sign-in sheet reconciled by the OD will record all work time including approved overtime, early departures, late arrivals, lunch periods, and staff call outs. It is a Transportation Deputy's responsibility to keep a continuous record in his or her log of start and end times, as well as an inventory of the assignments for each day. Any discrepancies with a timecard should be reported by the next working day to the Dispatcher and should be reconciled by the Dispatcher.

**Time Cards**

All Transportation Deputies are required to fill out their time cards legibly and accurately in order to claim the number of hours worked, hours of overtime earned, and to report the number of hours of absence during each pay period. The Transportation Division, in concert with the court, works Monday through Friday with designated holidays and weekends off.

Transportation supervisors will distribute, collect (per the posted schedule), and reconcile the timecards with the sign-in sheets as part of the review process. Any discrepancies requiring changes in the number of hours (in increments of 1/4 hours) claimed will be reported to the Transportation Deputy via a change slip. The use of white out is strictly prohibited. Supervisors will also ensure that proper codes, funding organizations, pay locations, and item numbers are recorded.

**Overtime**

All overtime claims require prior approval from the OD/Dispatcher and justification must be recorded on the daily sign-in sheet. Transportation Deputies must never assume that overtime is automatic or understood and must secure authorization before working or claiming overtime.

There may be times when the Dispatcher, responding to the needs of the office, may order Transportation Deputies to work beyond their regular work hours. This practice applies to all Transportation staff and they will be compensated accordingly.

**Break Periods**

All breaks and deviations of duty will be coordinated and authorized by the OD/Dispatcher or Sr. DSO in courts. Each Transportation Deputy is required to contact the OD/Dispatcher or Sr. DSO upon return to duty from an authorized break.



**EMPLOYEE POLICIES AND PROCEDURES****Lunch**

All Transportation Deputies working a regular workday are expected to take a lunch hour. If a Transportation Deputy believes he or she will be obligated to work continuously throughout a shift, he or she must contact the Dispatcher and give him or her ample time to provide relief coverage. The Dispatcher must record the beginning and ending time for each lunch hour or justification for each Transportation Deputy not being able to take the lunch hour. This information can be coordinated with the Sr. DSO where applicable. Before making any overtime claims, the Transportation Deputy must inform the Dispatcher of the conditions that will prevent him or her from taking a lunch break. The Dispatcher must authorize all overtime and record it on the daily timekeeping record.

Per Directive 1185 (Alternate Work Schedules) issued on February 9, 2009, under no circumstances can meal periods and/or breaks be combined, used to leave early or arrive late, or substituted for time off.

**Assignment Coverage**

Deputies are not allowed to leave, transfer, or otherwise terminate any assignment without authorization or until officially relieved. Deputies are not authorized to engage in any activity that interferes with the proper execution of duties.

**Outside Employment**

Employees will not engage in any paid employment outside of the Department when such employment is in conflict with their position in the Department or conflicts with their assigned work hours. In all cases of outside employment, staff will report the employment to their immediate supervisor and complete the appropriate form for filing in accordance with Departmental requirements. All outside employment is limited to 24 hours in any work week.

**1706 COUNTY EQUIPMENT AND PROPERTY****Equipment**

Employees are accountable for equipment issued to them by the Department and are required to properly maintain it as necessary. Such equipment includes, but is not limited to, the following:

- Handcuffs
- Leg irons or waist chains

**EMPLOYEE POLICIES AND PROCEDURES**

- Vehicle safety equipment
- Vehicle keys
- CWIRS radios or County-issued cellular telephones

Any loss or damage to any Department-issued equipment is to be reported immediately.

**Use of County Telephones**

The Probation Department prohibits the use of County telephones for the purpose of making personal telephone calls. Incoming personal calls are discouraged. The standards for use of County-issued cellular telephones as listed in Directive 1121 (Use of Personal Cellular Telephones and Electronic Devices in the Workplace) issued on March 1, 2007 apply to all staff, especially when driving a County vehicle.

**Property Damage**

Employees are to promptly submit a written report of any damage, theft, or loss of County or personal property sustained while in the execution of their official duties.

Willful neglect, abuse, mutilation, or destruction of County property is grounds for disciplinary action.

**Probation Badges and Identification Cards**

Probation Identification cards, badges or business cards are the property of the Department and will be surrendered upon demand. The use of Department-issued identification cards and badges is strictly limited to official duties. When on duty, identification cards should be worn and visible at all times when not in uniform unless otherwise instructed in the course of an assignment.

Unauthorized use of identification cards or badges by employees is prohibited. The loss of an identification card or badge must be promptly reported to the immediate supervisor via the Badge Declaration form, accompanied by a police report and a SIR. Deputies are required to pay for lost identification cards or badges.

**1707 DRUG TESTING**

Transportation Deputies are subject to drug testing in compliance with the County's policies and procedures required by the Federal Omnibus

**EMPLOYEE POLICIES AND PROCEDURES**

Transportation Employee Testing Act (OTETA) of 1991, and are subject to all current and future provisions of OTETA and federal rules and regulations promulgated by the Department of Transportation (DOT) that implement the act.

Under OTETA, persons who drive commercial motor vehicles must be randomly tested for misuse of alcohol and/or the use of drugs.

**Applicability**

Under the DOT, any employee\* with a Commercial Driver's License (CDL) who performs safety-sensitive functions for the County will be subject to random drug and alcohol testing under this policy. Refusal to take a test will result in an employee's removal from safety-sensitive functions and may constitute a rebuttable presumption that the employee was under the influence of alcohol or drugs at the time of the test.

**Testing**

Employees will be tested at random and will not be notified of their scheduled date of testing until the date of test. The Departmental Program Manager (DPM) will direct the employees to the nearest collection site for testing.

- The DOT drug testing regulations require that testing be conducted for marijuana, cocaine, amphetamines, opiates and phencyclidine (PCP). Urine specimens collected under this policy will be used only to test for the controlled substances designated or approved for testing in accordance with the DOT rules and will not be used to conduct any other analysis or test.
- The County of Los Angeles will identify collection sites. These sites will be required to meet provisions set forth in 49 CFR Part 40, Subpart B.
- Each Transportation Deputy must show positive identification (e.g., through presentation of photo identification/Departmental identification card).
- Deputies must initial the identification label on the specimen bottle to certify that the specimen collected is from him or her.
- Results of any positive alcohol tests will be reported immediately to the DPM. Results of any other positive substance abuse tests will be reported as soon as practicable within the limits established by DOT Rules.

A copy of policies and procedures for compliance with the DOT Rules on *Drug and Alcohol Testing for Commercial Drivers* will be kept in Transportation

**EMPLOYEE POLICIES AND PROCEDURES**

Headquarters for staff reference and review.

\*Qualifying conditions for incorporation in the random test pool include, drivers who operate a "Commercial Motor Vehicle (CMV) – A vehicle with a gross combination weight rating of 26,001 or more pounds; or is designated to carry 16 or more passengers, including the driver."

**1708 USE OR POSSESSION OF ALCOHOL AND/OR ILLEGAL DRUGS**

Use or possession of alcoholic beverages in the course of duty and/or the use of illegal drugs is strictly prohibited. Staff reporting to work under the influence of either will be subject to disciplinary action.

**Smoking Policy**

Staff are not permitted to smoke within vehicles or facility grounds (other than specially designated areas), or while driving with wards in-custody.

**1709 ARRESTS**

Any Transportation Deputy who is arrested, detained, cited, or otherwise ordered to appear before any court for anything including a minor traffic violation, will immediately report the circumstances in writing to his or her immediate supervisor. The written statement must include all facts pertaining to the incident except information that may jeopardize that employee in future criminal proceedings stemming from the incident.

This information will be forwarded to the Director, Senior Director and Bureau Chief within 24 hours of receipt. A copy of the information will then be forwarded to the Bureau Chief.

**1710 EMPLOYEE/COMMUNITY RELATIONS****Client/Employee Relationships**

Transportation Deputies are prohibited from communicating with wards after they are released from custody. This prohibition extends to engaging in a business or social relationship with wards on probation or parole, or with their relatives. This standard includes, but is not limited to, the following:

- Deputies are never to give wards their home address or telephone number.
- All correspondence from released wards addressed to individual staff members will be turned over, unopened, to their immediate supervisor.

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- Chance contacts with formerly detained wards will be reported in writing, as soon as practical, to the staff member's immediate supervisor.
- Acceptance of any gift or service from Probation Department clients, relatives of clients, or any person connected with a case is strictly prohibited. Offers of such gifts or services are to be immediately reported to a Transportation supervisor.

**Public Information**

If a media representative asks any Transportation Deputy to make a statement, he or she should refer all inquiries to his or her immediate supervisor or to the Department's Public Information Officer (PIO). All precautions will be taken to safeguard wards from harmful publicity or violations of legal confidentiality.

**Mandatory Notification**

All Transportation Deputies are required to notify their supervisors of any matter that is likely to affect the Department. In turn, managers and supervisors are required to notify the Bureau Chief via a *Preliminary Incident Notification* (PIN) form.

The following examples are not all inclusive of incidents requiring mandatory notification, but should be used as a guide:

- Injuries to staff or wards requiring hospitalization
- Calls to fire, paramedic, or other emergency personnel
- Attempted suicides
- Attempted escapes
- Unannounced visits by the Probation Commission, the Board of Supervisors, or other dignitaries
- Bomb threats
- Vehicle accidents
- Emergency evacuations
- Child abuse allegations

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- Citizen complaints
- Deaths
- Matters where a supervisor or the Department may be held accountable
- Media contacts
- Matters that involve a deviation of policy or procedure

The completed form will be submitted to the Director unless he or she is unavailable and the Bureau Chief requests direct submission of the report.

**Public Contact**

Employees will maintain a courteous, respectful, and civil demeanor when dealing with the public. If an employee is unable to provide requested information, he or she will refer the party to the appropriate agency or person.

**Citizen Complaints**

The Transportation Division responds to all complaints from citizens in a positive and professional manner. While it is not possible to resolve all complaints or to satisfy all persons lodging complaints, staff should be courteous and helpful in determining the nature of a complaint and explaining the procedures involved toward resolution. Extraordinary effort must be made to remain calm and courteous as it is likely the complainant may be agitated or angry during his or her presentation.

**Procedures**

Complaints may be delivered in person, by telephone, or in writing. The employee who receives the complaint should forward the matter to the appropriate supervisor for investigation. Regardless of the method of receipt, the supervisor should obtain the following information:

- Complainant's name
- Telephone number
- Mailing address
- Facts relative to the incident

Once the specifics of the complaint are recorded, the supervisor may act to

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resolve the problem or forward a report to the Director for consultation or resolution.

Whether or not the complaint can be resolved within the division or is forwarded to the appropriate administrative section, the complaining party should be contacted via telephone or in writing and informed of the decision or action taken.

**1711 ADDITIONAL INFORMATION****Change of Address**

Staff must notify their supervisor and submit an *Employee Information Update Statement* (EIUS) any time their name, address, telephone number, or emergency contact information changes. Staff must provide a means by which their supervisor can contact them in the event of an emergency.

**Staff Alertness**

Staff must remain alert at all times while on duty, especially behind the wheel and when supervising wards on outside assignments.

**Safe Crisis Management (SCM) Policy**

All standards, regulations, and practices related to the SCM policy as identified in Directive 1094 (Safe Crisis Management Policy) issued on April 19, 2006 are applicable to all Transportation Deputies.

**Subpoenas**

All work-related subpoenas will generally be routed through Transportation Headquarters, logged, and forwarded via supervisor to the appropriate staff. If a Transportation Deputy receives a subpoena directly, it is his or her responsibility to notify and provide a copy to his or her immediate supervisor.

**1712 DISCRIMINATION/HARASSMENT**

No employee will be treated differently because of race, sex, age, disability, political or religious beliefs, organizational affiliation, marital status, sexual orientation, or medical condition, where that difference in treatment adversely affects the employee's employment or conditions of employment. Such behavior constitutes disparate treatment.

Harassment is a form of discrimination where the behavior directed against an employee is repeated or severe and is based on the same protected categories listed above. All reported cases of harassment will be investigated according to

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Departmental standards and guidelines.